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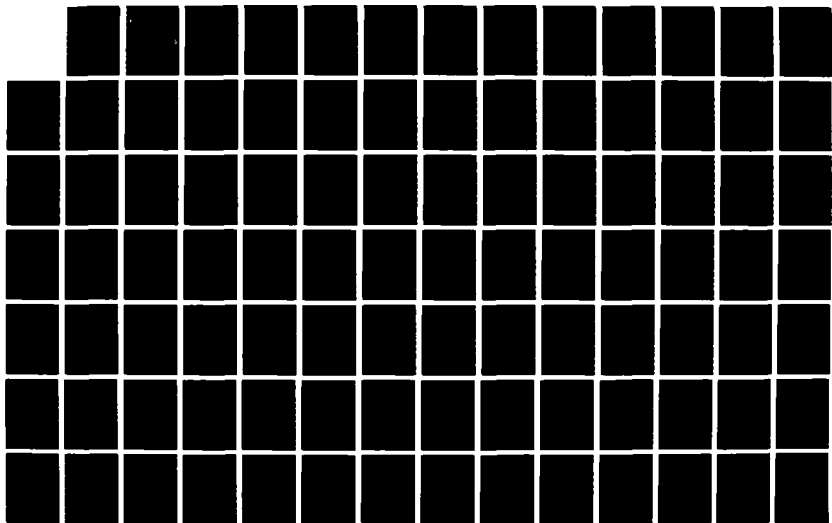
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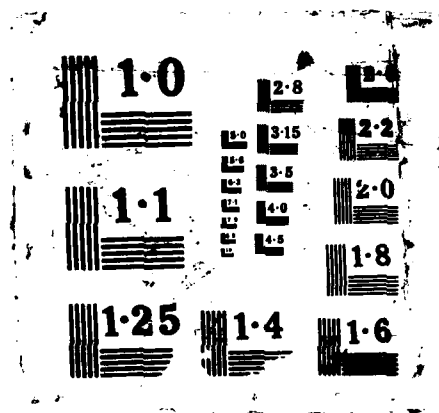
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by

Gary Thomas Kostick, Captain
United States Air Force

Master of Science in Criminal Justice
at
California State University, California
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Statement of Problem

The purpose of this study is to gather and examine data which explores how Americans and their families residing in Europe perceive the threat of terrorism and its impact on their lives.

Sources of Data

A review of the literature relevant to the study of terrorist victimization was conducted. Additionally, the research instrument consisted of a twenty-six question self-administered survey questionnaire. The survey was administered to 300 United States Air Force personnel and their families, who were living in Europe during mid year 1987.

Conclusions Reached

Although Americans in general indicate that they feel safe in Europe, there is a definite concern regarding the threat of terrorism and personal safety. The survey results indicate that 60% feel they could be personally targeted, while another 23% consider themselves or are viewed by others as, "very scared." The study also concludes that there is little being done to prepare Americans for coping with the unique pressures and situations that one may ultimately face in a potentially terrorist environment. Programs need to be either established, updated or expanded to meet this need. Although the survey results indicated that the terrorist threat level is currently perceived as fairly low, this is only temporary. By all indications the level of the perceived threat runs in cycles. When terrorist activities increase, so will the pressures, anxieties and problems impacting Americans. For this reason, future research should be directed at determining if certain categories of individuals are more susceptible to the pressures encountered when living in a terrorist environment. Terrorism will remain a serious problem, and Americans must be prepared to face the physical and psychological challenges accompanying residence in a terrorist environment.

237

A STUDY OF THE PHYSICAL AND PSYCHOLOGICAL IMPACT OF
TERRORISM ON AMERICANS AND THEIR FAMILIES RESIDING IN EUROPE

Gary Thomas Kostick
B.S., San Diego State University

THESIS

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the requirements for the degree of

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A STUDY OF THE PHYSICAL AND PSYCHOLOGICAL IMPACT OF
TERRORISM ON AMERICANS AND THEIR FAMILIES RESIDING IN EUROPE

A Thesis

by

Gary Thomas Kostick

Approved by:

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Date: 27 July 1987

Name of Student: Gary Thomas Kostick

I certify that this student has met the requirements for format contained in the Manual of Instructions for the Preparation and Submission of the Master's Thesis or Master's Project, and that this thesis or project is suitable for shelving in the Library and credit is to be awarded for the thesis or project.

Thomas R. Phelps

Thomas R. Phelps
Graduate Coordinator

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of

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Committee Chair's Signature of Approval



Dedication

This is dedicated to the four people that have influenced my life the most. First, in memory of my mother, Berta Raymond. And to my wife, Marie-France, who has stood by my side for sixteen years and has always provided me with ceaseless support and encouragement. Lastly, this is dedicated to my two children, Lee and Kristin. They could not make their daddy feel more proud of them. You are all so very special.

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Chapter 1

The Problem

Introduction

Terrorism can strike anytime, anywhere and anyway.¹ And, Americans are the Number One Targets.²

→ For those Americans who are living, working or traveling overseas, the above quotations hold a special meaning because each explicitly describes why their lives have been so adversely impacted. Coping with the pressures and stress created by this environment demands much from those living under the thumb of terrorism.

This thesis will examine and discuss how the life-style of these Americans has been impacted and changed; also their perceptions of terrorism and their responses to it.

This is an important issue because terrorism is a very serious and possibly deadly problem facing Americans abroad. It necessitates that special precautions and preparations be considered and adopted to adequately protect and prepare oneself and one's family for what lies ahead. This must be done so that they may successfully cope and deal with the psychological, physical and emotional pressures which are exerted upon them by this unique environment.

Being in an environment such as this, where not only the threats of terrorism are present, the numerous terrorist attacks that frequently occur against Americans and American assets, makes everyone acutely aware of the frightening reality. Terrorism is very real, very deadly,

and it has changed their lives.

Statement of the Problem and Need

When anyone begins to take a close look into the mounting pressures resulting from terrorism, that Americans overseas must cope with on a daily basis, they begin to gain an appreciation for the need for further research into this area. In 1986, there were 357,598 U.S. military and 9,042 Department of Defense civilians stationed throughout Western and Southern Europe. The Federal Republic of Germany accounted for 256,253 personnel alone, with another 30,493 being located in the United Kingdom.³ Additionally, an estimated 307,000 military and civilian dependents with more than 16,000 Department of Defense civilian dependents that are being impacted.⁴ Not included in these figures, but also an important group not to be excluded, are the additional thousands of American tourists that frequent Europe each year.

All of these people mentioned above, however, share some distinct attributes. First, each is or will be, subjected to some degree, to a variety of coercive psychological and physical pressures that all Americans overseas now face. Secondly, each of them being a possible target, will have the same potential for becoming the next international bargaining chip or victim of a terrorist's plot, as do all the other Americans overseas. Lastly, and perhaps most importantly, each of them share in the fact that the vast majority of them have received little or no training and guidance, nor have they been provided with information as to how to best cope with this demanding environment, and prepare themselves for this challenge prior to their departure.

Americans are generally not prepared to live abroad, let alone live in an environment where terrorist threats and acts are at times almost common place. Americans, too, are often times ignorant of the threats and life-style changes that face them until it is too late and they're already there, attempting to deal with an array of unique and new pressures. Having to try and successfully cope with anti-terrorist and counter-terrorist measures and personal security, in a crisis management-like fashion, can be disastrous to the entire family and cause a great amount of unnecessary stress. Presently, people are more informed in regards to whether or not they should drink the local water in a foreign country, rather than they are about their own personal safety and basic security awareness measures.

With the continued escalation of terrorism directed against Americans and their assets, it is essential that civilian and military managers alike understand the pressures and the dynamics such an environment places on the family, so that they can deal with a variety of problems more effectively. For instance, children wonder why armed guards are on the school buses at times. Wives wonder why the military member is required to work such long hours. Why are there so many bomb sweeps and building evacuations? Why are people frightened and anxious? Why are people reluctant to go to certain establishments for entertainment? It's examples such as these that are impacting families overseas and dictating the need for further research in this area. It is important that answers are found so researchers and managers can try and fully understand what is stressful to families and what is not, and why it is to some and not to others? Only then can we expect to correct

the shortcomings of existing programs or provide meaningful security and environmental awareness education programs for Americans going abroad.

Purpose of the Study

The purpose of this study is to examine how terrorism is affecting Americans and their families overseas. Included within this thesis will be a study that analyzes, presents, and discusses their feelings towards terrorism and how they perceive their lives have, or are, being impacted.

It is the intention of this study to provide criminologists, sociologists, along with a variety of other cross-disciplines and military managers, with a more thorough understanding and insight into the unique pressures and problems caused by terrorism, that confront Americans overseas.

Scope and Limitations of the Study

The scope of this thesis entails an extensive review of literature surrounding the topic of the psychological, physical and emotional pressures caused by terrorism and the impacts of those pressures on Americans overseas.

Due to the limited material found on this topic in the field of social science, this study examines and combines perspectives from a variety of cross-disciplines. Disciplines such as criminology, victimology, sociology and psychology have been taken into consideration and searched. Useful information has been extracted and incorporated into this study. A self-administered survey questionnaire that queries

the perceptions of those Americans now living in high terrorist threat areas, has also been included within this study.

The scope of this study, however, is limited only to those Americans living in the European theater of military operations. Overseas areas outside of this geographical area have not been taken into consideration in this particular study.

Although all Americans living, working or traveling within the European theater have been taken into account, military members and their families are the primary focus of this study.

Procedures and Methodology Used in This Study

A review of literature applicable to this area of study was conducted. Material reviewed consists of numerous cross-disciplines to include: criminology, psychology, victimology, sociology and other related social sciences. This allowed a wider range of expertise to be taken into consideration, while still focusing on the problem of victims of terrorism. The review also included partial findings of a study conducted by Raymond H. Fernandez and James M. McIntyre, entitled "Study of the Effects of Terrorism on U.S. Navy Members and Their Families," which was an invaluable resource for this study.⁵

A self-administered survey questionnaire has been included in order to gain further insight into areas where current literature and data is lacking.

Personal experiences derived from the author's assignment to the Federal Republic of Germany during a period of increased tension, from 1982 to 1986, as a member of the United States Air Force, provide a

wealth of information applicable to the study, as well as convey the understanding that only first-hand knowledge can furnish.

The inclusion and blending of the books, journals, a related study, the survey questionnaire and the author's personal experiences, together provide a comprehensive and realistic perspective toward the unique pressures Americans overseas are facing today.

Definition of Terms

To ensure that there exists a clear and uniform understanding of all wording contained in this thesis, the following terms are defined:

Americans Overseas and Abroad: This term will be used throughout this thesis in a general sense for referring to those Americans that are in the European theater of military operations.

Anti-terrorist Measures: "Anti-terrorist actions are defensive and preventive measures taken to lessen the chances of terrorist attack."⁶

Counter-terrorist Measures: Counter-terrorist measures are offensive in nature and are those actions taken in direct response to a terrorist act.⁷

Hard Target: Refers to a particular object, man or facility, that is considered well protected and difficult to get at or carry out an operation out against, because of implemented security measures or location.

Soft Target: Refers to a particular object, man or facility that is considered to be relatively unguarded. It is viewed as accessible or obtainable.

Terrorism: "The use of violence and threats to intimidate or coerce, especially for political purposes."⁸

Terrorist Environment: A terrorist environment for the purpose of this study is any area or country where physical, emotional or psychological warfare tactics and attacks are taking place to include actual, implied, or threatened acts. Where fear is used as a main tool to achieve or make a political gain or statement. In addition, it is important that the affected area or country, must have undergone a physical security upgrade in response to terrorist actions.

USAF: United States Air Force

Organization of Study

Chapter 2 presents a review and discussion of the literature surrounding the physical and emotional impacts that terrorism has on Americans overseas will be presented. This review includes background and historical information, along with comments pertaining to the findings of a related study. Chapter 3 provides an overview of the self-administered survey questionnaire and analyzes the results. The survey overview indicates the participants in the survey and how the responses were tabulated. In addition, a detailed analysis of the self-administered survey questionnaire is given, outlining the respondents' views regarding how they feel the threat of terrorism has impacted themselves and their families. Lastly, Chapter 4 includes a summary of the findings from this study and lays out recommendations for future considerations, changes and needed programs.

Presented next is a review of the literature applicable to this study.

Notes

- ¹ Donald M. Kerr, "Coping with Terrorism," Terrorism 8, no. 2 (1985): 120.
- ² Americans are the No. 1 Targets," U.S. News and World Report, 21 October 1985: 27.
- ³ "Military and DOD Civilian Manpower Strengths by Regional Area and by Country," Department of Defense, Tables P-309 A and B, 30 Sept. 1986. Microfiche D1.61/3:986/3.
- ⁴ P. J. Budahn, "Senators Criticize Cost of Accompanied Overseas Tours," Air Force Times, 23 Mar. 1987: 2.
- ⁵ Raymond H. Fernandez, "Organizational Development and Terrorism," Development Research Associates, no. OS/RF39ROD: Photocopy, n.d.
- ⁶ Thomas C. Tompkins, Military Countermeasures to Terrorism in the 1980's (Santa Monica: Rand Publications, 1984), 2.
- ⁷ Tompkins, 1.
- ⁸ "Terrorism," The Random House Dictionary, Concise Edition.

Chapter 2

Topic and Literature Review

Introduction

Research into the psychological and physical aspects pertaining to victims of terrorists has become a major topic of concern and an area of study since the escalation of terrorist activities over the past decade. In fact, terrorism in general, has become one of the most pressing issues of the 1980's.

In the following chapter, a historical/background review will be presented, followed by a discussion of the issue at hand and lastly, a review and comments of the pertinent literature that has been completed to date, within this field of study.

Background and Historical Information

Although terrorism has been around for several hundred years, it emerged as a major social problem for the United States in the late 1960's. Also, despite the efforts to offset this threat by our government, we have witnessed the escalation of terrorist activity into the 1980's.

In the early 1970's the main targets terrorists concentrated on were property. In the 1980's, however, this focus has shifted and we are experiencing an increasing number of terrorist operations being targeted directly against individuals.

Through the years there has also been a disturbing increase in the

escalation of violent acts carried out by terrorists. Usually these acts have been in the form of car bombs that are calculated to indiscriminately kill in mass and are very effective. Worldwide attention is also secured through these acts, which is a crucial element to a successful terrorist operation.

Although terrorist tactics have become a routine avenue for generating fear, making political statements, and bringing pressure to bear on a government in order to further their cause, there is another alarming new aspect that has evolved regarding terrorism of the 80's. This new aspect is state-sponsored terrorism.

Nations such as Libya, Syria and Iran have recognized that they can exploit terrorism very effectively for their own purposes and simultaneously make Americans a primary target.¹

Economic incentives for financing revolutionary movements are also being achieved through the use of terrorist tactics. Kidnapping, extortion and threatened violence against Americans or American assets has become a source of financing for the terrorists.

It is shifts in targeting such as these, in the field of terrorism, that is perpetuating the problem and having such a devastating impact on Americans overseas.

If there is one thing that scholars of terrorism agree on, it is that terrorism will remain a threat, at least through this century, and it will continue to escalate, both in terms of the number of operations carried out and the number of victims resulting from such activities.

Discussion of the Issue

This topic was selected because terrorism control affords a challenge to our policymakers. It was also selected because of what the author personally witnessed and experienced while living in Europe; first, in England for two years in the early 70's, and then for an additional 4 1/2 years in Germany (from 1982 to 1986).

For many Americans, the lure to seek out and explore and experience new and different cultures has become a way of life. Business people, vacationers, civilians, diplomats and military alike, from a variety of backgrounds, often find that their travels lead them to Europe. For those in the military or civilians taking a job overseas, their new environment will serve as home for themselves or their dependents for the next few years. Admittedly, such a move can be very challenging, and it is in many respects. Yet, for some military and civilian families, a tour overseas such as described, can evolve into an extremely stressful experience. As pressures and stressful situations escalate, some families find themselves in a situation where they are encountering and having to deal with pressures and events for which prior preparation has not been provided by others. For those Americans living in Europe, terrorism is a nightmare.

Even the word "terrorism" evokes deep emotional feelings of hate, bitterness, fear and disgust. These feelings, however, only begin to describe the anxieties these Americans overseas feel, and the gravity of the situation confronting them each day. For them, their environment is a unique one and demands special attention.

Currently, there are hundreds of thousands of Americans working,

traveling or living in Europe and these Americans are unprepared for the pressures accompanying residence in areas experiencing continuing threats of terrorism. Victimized daily by the psychological warfare tactics of terrorists, their violent acts, and being marked as the number one target, the lives of military personnel and civilians have been adversely affected. So much, in fact, that if one has not personally experienced their situation, it is difficult to adequately express the depth and extreme anxiety, suppression and fear that some of these Americans are encountering and must cope with when threat levels are high. Remember, fear is the strongest effective motivator known, and through the violence used by terrorists, it has been found that this is the best way to maintain the level of fear and intimidation that is required to achieve terrorist goals.²

It is also important to recognize that these tactics are meant to demoralize and generate fear among the populace; they are designed to undermine our government; and to ultimately attempt to reduce confidence in our open society.³

Even here in the United States, we have experienced these coercive terrorist pressures. Some U.S. corporations have begun implementing procedures and providing training to their executives traveling overseas in an effort to better prepare and protect them.⁴ The tourist industry, too, has felt the repercussion of these psychological tactics when thousands cancelled their vacation plans to Europe out of fear of becoming victimized by terrorists after the Achille Lauro ship hijacking incident.

As described, each of us has already been exposed to these

psychological pressures to a degree. And, as mentioned earlier, terrorism remains, and its impact cannot be ignored. It is for these reasons that everyone should be aware that certain precautions and preparations should be taken and considered prior to traveling or living abroad.

If one ever plans to work, travel, or reside in Europe, one will be subjected to the same coercive pressures that are now confronted by Americans overseas. Additionally, it should be understood that it will not matter if one is a man, woman, or child, a teacher, diplomat, tourist, business person, military member or family member. One will feel, and be confronted by, these pressures when one perceives himself or herself as a potential target of terrorists.⁵ Each person will have the same potential for becoming the victim as do the other Americans overseas.

Will one be prepared and understand the dynamics that are taking place and how to cope with this threat? Unless one takes prior measures, it is doubtful because one of the classic phrases used by victims of all crimes and which is very applicable here is, "I never thought it could or would happen to me."⁶

For those residing in the United States, the threat of being involved in a terrorist plot is very low. For Americans overseas, however, the threat is always present for them. Terrorism has become a part of their everyday lives. For these Americans and their families, the situation is tense and demands a realignment of priorities, a restructuring of life-style and a new awareness and understanding of one's environment, that will enable them to successfully cope with this

threat.

This requires taking into account the threat and then adjusting a multitude of activities that are taken for granted when residing in the United States. This has come about because there is hardly an area that has not been targeted by terrorists in the past. For instance, the following are just a few examples of terrorist targets in the past few years: airline hijackings, attacks on air terminals, trains, people in private vehicles, hotels, restaurants, military installations, housing areas, assassinations, schools, temples, taking of hostages, killing or kidnapping of diplomats, newspaper journalists and negotiators, the random and indiscriminate killing of innocent men, women and children by bombs, extensive use of car bombs, cruise ships, discos, embassies, military barracks and headquarters facilities, and an array of other targets. There are numerous target possibilities, making it impossible to totally protect oneself or family members from the possibility of becoming involved in a terrorist incident. Brian Jenkins very explicitly points this out when stating, "Terrorists can attack anything, anywhere, anytime. Governments cannot protect everything, everywhere, all the time."⁷

One of the distressing and frustrating elements of terrorism is the inability to fight or adequately defend oneself against an invisible enemy. One can become a victim of circumstance. Terrorists, in their attempt to achieve their political objectives, very effectively induce and generate fear among the populace. With virtually an unlimited range of targets to select from, terrorists have become skilled at utilizing a type of psychological warfare, leaving behind the implication that, "If

we want you, we can get you anytime, anywhere and there's nothing you can do about it." When living in a terrorist environment one becomes very aware of that fact because it is reinforced by yet another terrorist act of bombing. The terrorist attacks reoccur and continue to terrorize because governments are unsure as to whom to direct their actions, in their efforts to try and reduce the number of incidents. Terrorists know that the likelihood of retaliation against them is very low, because again, who do governments retaliate against?

There is yet another significant key element to the terrorist equation that warrants mentioning. Although often overlooked, the responses taken in lieu of terrorist acts, in themselves, create an array of pressures on Americans and their families, specifically, referring to the increased physical security measures that are implemented within a community and/or base endeavoring to protect and save Americans from further harm by terrorist attacks. But, in doing so, these measures too, have a strong psychological, physical and emotional effect that takes its toll, because many of these measures are often not fully understood.⁸ For example, in response to a terrorist bomb, a base may go on alert and remain in that posture for an extended period of time without explanation and security will be tightened, pushing anxiety and frustration levels to their limits. It often results in longer lines to get on base (one-two hours), tighter identification checks, car searches, armed guards on school buses, bomb sweeps and building evacuations, sometimes travel restrictions, and often the military member has to work additional hours leaving the family alone when they may feel they need him/her the most. Of course,

there are many more actions that are taken and occur but for security reasons cannot be listed here.⁹ In general, though, life becomes a crisis and freedom of movement is restricted. It simply takes an inordinate amount of time to complete even the simplest of tasks. Even when terrorist incidents occur outside the European theater, i.e., the U.S. Marine barracks bombing incident in Beirut, a ripple effect of increased security measures and state of alert levels are experienced on installations around the world.

Taking into account the uniqueness of this situation, terrorist threats and acts, along with the anti-terrorist security measures implemented by the United States and the host government in response to terrorism, all have a very definite impact on the daily lives and conduct of families. A negative impact is the usual response.

Not only did the author and his family have to personally alter and adjust their life-style, in order to deal with these new physical, emotional and psychological environmental pressures, but a good many others were also attempting to make those same adjustments.

Adjustments were needed because there was hardly a part or segment of day-to-day activity that is unaffected. For example, there were added pressures placed on family members in the following areas: work environment; at school; when going shopping; when traveling; when using public transportation; and, when going to restaurants or clubs.

Each of these areas was constantly changing and families had to become very aware of what was and was not a safe activity.

Some families responded to such pressures and adjustments better than others; but, for those that couldn't adjust, the results were

devastating. Even the author's family, during periods of high terrorist activity and tension, at times experienced a higher level of frustration. Some of the effects on other families ranged from varying degrees of frustration, anxiety, fear, uncertainty, and mental health stresses. If a family was unable to adjust to these pressures, the result sometimes led to separation or divorce. When there were a multitude of terrorist activities, some spouses felt they must return to the United States no matter what their personal sacrifice. They simply wanted to leave as soon as possible. Realizing that the adverse results impacting people, being personally witnessed by the author cannot be totally attributed to terrorism, the fact remains that when threat levels were high, a noticeable change in the stresses that people were experiencing was evident: some turned to alcoholism; others became irritable; work performance levels were reduced; school-aged children experienced stress; and others were so anxious for their safety, they altered their behavior so that they would seldom leave the base. For these people, the pressures in this environment were so stressful, it was extremely difficult for them to cope with the situation.

Now it is not the intention of the author to imply that all Americans and their families overseas are experiencing this level of anxiety, fear and problems. On the contrary, the majority of people do accommodate to these threats and adjust to these unique pressures. The pressures and stressful situations are experienced, but they are able to place them into a positive, workable, and manageable perspective.

In order to maintain a positive perspective, it is important to have a knowledgeable attitude toward terrorism. Statistically, it is

unlikely that one will be personally involved in a terrorist incident. Yet, as this study discloses in Chapter 3, sixty-two percent (62%) of Americans surveyed in Europe still feel that they are potential terrorist targets. Even when terrorist threat levels are low, Americans overseas continue to be concerned about terrorism.

Attempting to determine how these concerns might affect people is very difficult because everyone reacts to stress and pressures differently. What may be perceived as very stressful to one person may be viewed by another as a tolerable and workable situation. A very important point is that these unique pressures must be recognized, understood, and addressed by everyone concerned with this issue. A realistic approach will allow families to more effectively evaluate their particular needs, identify the pressures that are causing or may cause them problems, and permit the implementation of counter measures which enhance the safety of potential victims. These measures will have to be reevaluated and adjusted periodically, as the terrorist threat level escalates or declines. The period immediately following an incident, was always the most stressful time for everyone. It was the time when the greatest amount of adjustments were demanded. It should be noted that the threat level runs in cycles as to the perceived level of danger. The only constant factor is that the terrorist threat is present and it can be very dangerous.

It is evident that large scale incidents will continue to be carried out by terrorists in order to publicize their cause. This is why the issue is so critical. Until terrorism is brought under control, Americans will continue to be targeted and fall victim to terrorist

plots. This will not happen by chance. Terrorists will continue to kill innocent people throughout Europe in a cold and calculated manner.¹⁰ What must be done to fight back against this threat is to adequately prepare ourselves and our families so the impact of these threats is reduced through a better understanding and awareness of the threat and the environment that they live in.

A very distressing aspect of this situation is that there is little information available to the average American family to help them better cope with these pressures and enhance their own personal security.¹¹ This will become very evident in the upcoming review of literature.

Literature Review

When reviewing the literature for this study, two things became quite clear. First, little applicable research has been conducted in line with this particular branch of study on terrorism; and secondly, it became obvious that literature solely from the field of social science inadequately encompasses the problems incurred by victims of terrorism. As Frank Ochberg stated, "Any of these fields of study--stress, coping, captivity, victimology--is only a springboard for analyzing...the victim of terrorism."¹² Additionally, other authors agree that the study of victims of terrorism will require that social scientists search and reach out beyond their own discipline for a more rounded understanding.¹³

With this in mind, perspectives from four distinct disciplines were examined and combined: Criminology/terrorism, Victimology, Sociology and Psychology. It was found that although few authors have

specifically addressed the impacts of terrorism that confront Americans overseas, there is some pertinent and related information available that is useful.

The word "useful" must be stressed because the literature that is presented and reviewed in the next few pages represents the most useful and practical selections that have contributed to this field of study.

In attempting to identify the most authoritative authors in the fields studying the phenomenon of victims of terrorism, a problem exists with identifying specialists because with terrorism being a popular topic a number of writers have written on terrorism but few are cited frequently in the literature.

In order to sort through these authors, it was found that few authors are inter-disciplinary and fail to either cite or venture beyond their own discipline and even fewer have something new to contribute to the existing literature.

The following are those found to be the most recognized over time. The most cited author in the field of victims of terrorism is Frank M. Ochberg. In addition, the literary search reveals the following prominent authors have provided information in their area of expertise, which has proven valuable in the study of victims of terrorism:

- | | |
|---------------------|-------------------------|
| 1. David A. Soskis | 4. Richard Clutterbuck |
| 2. Patrick Collins | 5. Thomas C. Tompkins |
| 3. Brian M. Jenkins | 6. Raymond A. Fernandez |

Specific Works

The following articles and books recognized contributions and are

considered the most helpful in this field of study.

a. "The Victims of Terrorism: Psychiatric Considerations," in Terrorism Journal vol. 1, no. 2, 1978 by Frank M. Ochberg. This article should be classified a classic because it is the foundation of many later works. It is also held in high regard by authors of cross-disciplines. Lastly, it has stood the test of time and continues to be cited. This article and others by Ochberg, such as his book Victims of Terrorism, 1982, have been cited in this field perhaps more than any others. Ochberg, a psychiatrist, is truly a leading specialist in the field of victims of terrorism.

b. "Organization Development and Terrorism," by Raymond A. Fernandez. This is a paper that relates to a study that was conducted in 1985 by Fernandez, for the United States Navy, on the emotional and psychological effects that terrorism has on U.S. Navy members and their families overseas. It is the first indepth study of its kind, and broke new ground with the identification, the study and documentation of the coping problems encountered when living within a terrorist environment. Unfortunately, it has had limited discrimination among other researchers because the Navy has not made the study releasable to the general public or researchers. Limited material relating to that study was made available to this researcher by the author for review and study.

c. The book entitled Living in Troubled Lands, 1981, by Patrick Collins. Collins is a former CIA agent and is now an international security consultant. This book presents a realistic and practical approach to personal safety abroad for oneself and family. It is also one of 30 citations within a topical search, "Terrorism and the Private

Sector," recommended by the National Institute of Justice/NCJRS.

d. "Military Countermeasures to Terrorism in the 80's", 1984, by Thomas C. Tompkins, is a publication offered through the RAND Corporation. This paper is an excellent research study that sets out what the military has done in the way of anti-terrorism and counter-terrorism security measures. It also analyzes the effectiveness of these programs and identifies their limitations.

e. The following are also excellent sources:

- (1) "A Six Year Follow-up of Hostage Victims," 1985, Soskis.
- (2) Living with Terrorism, 1975, by R. Clutterbuck.
- (3) Target Terrorism: Providing Protective Services, 1978, by R. Kobetz and H. H. A. Cooper.
- (4) Victims of Terrorism, 1982, by F. Ochberg and D. Soskis.
- (5) Film: Terrorism, A Personal Threat, produced for Aerospace Audio-visual Service, USAF Military Airlift Command.
- (6) Film: Terrorism--A Real Threat, produced for Aerospace Audio-visual Service, USAF Military Airlift Command.
- (7) Article: "Living with Terrorism," Air Force Times, 26 May 1986, by Peter Slavin.

Views Toward Issues

Having reviewed some of the most notable literary works relating to this field, it is also important to review what a few of the authors are saying and writing regarding specific issues.

The following author perspectives are provided to summarize their

views and concerns to issues pertaining to coping with terrorism.

1. It is fitting to commence with a discussion of Frank Ochberg, since he is one of the foremost authors studying victims of terrorism. Ochberg was also one of the first to stress that a victim of terrorism endures a multitude of unique physical and psychological stress factors. And in order to fully understand their experience, several different disciplines, such as psychiatry, psychology, sociology, and criminology must be taken into account to adequately address the areas of coping, stress, captivity and victimology.¹⁴

Ochberg believes that a public reaction to terrorist incidents is enhanced by a well-informed public and their understanding of the dynamics that hostages face and undergo. This enables the public to make better assessments and more rational decisions regarding policy issues on terrorism.¹⁵

2. Thomas C. Tompkins, in his paper "Military Countermeasures to Terrorism in the 80's," points out that although there is a great deal of money being spent by the four military services for terrorist countermeasures, there is a general lack of central direction as to what countermeasures should be implemented and which are the most effective.¹⁶

As many authors point out, terrorists seek to attack visible, symbolic targets. The U.S. military bases and personnel are some of the most visible symbols of American culture. For this reason, Tompkins recommends that personnel that find they are potential terrorist targets should be kept informed and made aware of threats and be familiar with anti-terrorist measures to increase their security. This point is

repeated throughout the readings. Americans traveling or residing overseas must be better informed and educated in the areas of security awareness and personal protection habits.

3. Patrick Collins, in his book Living in Troubled Lands, makes the point that there has been "little effort to help the individual cope with the problem of personal security abroad."¹⁷ Collins feels the basic reason this problem exists is because of the lack of availability of any useful information to the general public.

Since terrorist incidents and threatened violence characterize the daily lives of many Americans living in Europe, Tompkins states that "Americans either pack their bags and return home or have resigned themselves to a life of calculated risk."¹⁸

For this reason, Collins wrote his book to provide Americans living overseas with some realistic and usable methods that will enhance individual and family security. This book provides relevant information for the reader.

4. Richard Clutterbuck, in his book entitled Living with Terrorism, states that in order to achieve effective family security, it will more than likely become necessary to voluntarily curtail some of the activities which one is accustomed to performing in everyday life. Clutterbuck finds great similarity with living in a terrorist environment and a military war zone. There are going to be risks, but if one intends on living overseas with the existent terrorist threat, then there are certain precautions that will have to be considered.¹⁹

This is a very valid and important point because the lack of programs and information available to Americans are denying them the

opportunity to consider these precautions against existing risks prior to the emergency, which individuals will be required to cope with under stressful conditions.

5. Two very good films that are worthy of review are, "Terrorism--A Personal Threat" and "Terrorism--A Real Threat". Each film is directed toward those going overseas and presents an excellent overview of the terrorist problem. In "Terrorism, A Personal Threat," several terrorist bombing incidents are presented i.e., embassy attacks, the vicious and premeditated Beirut Marine Barracks bombing, along with focusing on individuals, by interviewing and presenting their perceptions, such as Master Sergeant Judd and others, who have been the victims of previous terrorist attacks. In addition, Brian Jenkins offers his expertise and comments in this film. There is good advice offered throughout the film. The stress is on the use of common sense, remaining alert and becoming familiar with the customs of the host country so that one becomes facile in recognizing and distinguishing the irregular and inappropriate in the environment.

"Terrorism--A Real Threat," includes actual film footage of past terrorist attacks including police responses. It graphically illustrates how deadly terrorism is. This film showed the bombing and devastation of a United States Air Force headquarters complex at Ramstein Air Base, Germany. Again, an interview with Brian Jenkins provides an element of authenticity to the film. Jenkins stresses in his commentary that terrorism is increasing and such incidents are getting bloodier. Also, approximately half of the attacks are now directed against persons because they are a "soft target," and very

difficult to protect at all times. The Federal Bureau of Investigation points out in the film that 40 percent of all terrorist activity is directed against American targets. State-sponsored terrorism is discussed as well as the problems created for everyone by the phenomenon.

Both of these films are highly recommended for anyone who is contemplating traveling or living in Europe. They provide a realistic view and offer an excellent introduction to those that know nothing about the threat of terrorism. After viewing them, one will be convinced that the threat of terrorism is real, dangerous, and demands special attention if one is to cope effectively in such an environment.

6. Richard H. Fernandez and James M. McIntyre, in their research project, which focuses on the effects of terrorism on U.S. Navy members and their families overseas, gathered some very useful data and reached some viable conclusions concerning the impact of terrorism on Americans in Europe. Being the only previous study in this area, it is understandable that the study may be criticized concerning some of the findings and conclusions reached by the authors because of the exploratory nature of their work.

As stated earlier, the United States Navy has elected not to release the study for general review. Therefore, much of the insight gained into this study was obtained through an excellent article in the Air Force Times, entitled "Living with Terrorism," by Peter Slavin. Additional information was obtained directly from Development Research Associates, which is the research organization which produced the study for the U.S. Navy. The following findings are some of the most relevant

to this study. The most notable being:

a. The study showed that the "threat of a terrorist action alone," has just as much of an impact on families, as does the actual act.²⁰

The need for emotional and psychological strengthening increases the actual and perceived levels of terrorist activity increases in terms of severity, proximity, frequency and duration.²¹

The author has frequently witnessed the seemingly overreaction of people to a "threatened" terrorist incident or attack. Of course, with this reaction came the long hours of work, the implementation of anti-terrorist security measures and the additional pressures which accrue from such experiences and are then exerted on the greater community.

b. The study states that most families were coping with the stress present in the community; however, there were a noticeable and increasing percentage of families manifesting symptoms of extreme dysfunction. As an example, the study cited a Navy wife who remained in her apartment for six months because she was so terrified.²²

c. Another significant aspect of this study indicated that families in general lacked outside informational resources which might assist them in working through their fears and coping with the frequent threats.²³

This finding represents a common experience for anyone who has ever been in this type of situational environment. The flow of accurate and timely information is limited indeed. For example: at times without warning there are new security measures implemented; service members are suddenly recalled back to duty; the security police are armed and move into an emergency posting posture; and, only a few selected personnel

know the reasons for the actions.

d. Individuals will either fight, fly or flex in response to terrorism, depending upon their own sense of empowerment.²⁴ Here, Fernandez is referring to one's sense of control and how individuals react when faced with the threat of terrorism. Fernandez elaborates further by stating:

When confronted with the threat of terrorism an individual either has or does not have a sense of control and predictability over the situation. Without a sense of control and predictability, the individual may choose to 'Fight' by trying to strike back. 'Fight' is either very dangerous to the individual and others if the individual is a victim of a terrorist incident, or very frustrating if one attempts to strike out at such illusive targets as terrorists. 'Flight' takes many forms: denial, agoraphobia (fear of public places) or even catatonia. However, those with knowledge and preparation tend to 'Flex' by quickly overcoming the tendency to fight or flee. Empowered individuals tend to focus on assessing the level of risk and have a resolve to survive physically and emotionally.²⁵

e. The notion that increased physical security eases concerns of the individual is false: there is a positive correlation between increased security and increased levels of concern and anxiety.²⁶

f. Fernandez' study additionally asserts: "If you are the direct victim or even live within a high risk terrorist environment, you can be adversely affected by a host of psychological scars."²⁷

g. This study concludes that prior preparation should be considered for those coming to Europe to live and work, so that a variety of factors can be identified and prepared for by those most likely to be impacted.

Direct support of individuals and families must be situationally oriented. Those helping others prepare as an individual or as a family to cope with terrorism should consider a variety of factors which will help focus time, energy and resources. Are there teenagers and younger

children involved? What is the level of risk in a particular geographical area? Is this a relocation? For how long? Will this involve family separation? The answers to these and other questions will determine the best means to prescribe and/or develop methods for information dissemination, identify skills that need to be developed and clarify roles.²⁸

The distressing reality, identified earlier by many authors including Fernandez in his cited study is, that for numerous United States military, American civilians, and Department of Defense personnel now overseas, there are very inadequate programs available to assist families in making these needed adjustments required for more effective coping with the pressures exerted by this unique and demanding environment. Fernandez adds that "Once into the diagnosis phase we found ourselves intrigued by our emerging awareness of how little attention was given to the effects of terrorism."²⁹ Fernandez also states and recommends to the United States Navy that,

Direct Support is keyed to the transfer cycle of individuals and their families. This would include: training and realistic support materials provided to individuals prior to leaving for an assignment; guides to assist individuals while in transit; arrival orientation; and assistance throughout the tour of duty.³⁰

h. Finally, Fernandez concludes that there seems to exist a lack of concern or a reluctance by officials in command positions and policy makers in government to correct the situation and bring about change. His research indicates that there are some that deny that a problem exists, or if they do accept it, they remain reluctant to support change.³¹ It is as though they are saying that, "What dependents don't know about terrorism can't scare them."³²

From the results of the Fernandez study, it is evident that much progress in program development will be required if Americans overseas

are to be prepared to cope with terrorism with minimal psychological damage.

Summary of the Literary Review

The literature review has done little to minimize the theory versus practice dilemma in the area of coping with the pressures of terrorism. The limitation is present because few authors have constructed theoretical information on the impact of terrorism on American citizens residing overseas. This is a new, unique, and uncharted aspect of terrorism. There is limited theoretical information to test in a practice setting.

Presently, the main focus of terrorist victimization appears to be "after the fact". Literature such as Kurt Carlson's One American Must Die explains carefully what it was actually like for him to be a hostage, what he went through during his captivity, and something about his post-release adjustment phase. This particular account may be useful and informative to those traveling and residing in the Middle East.

Frank Ochberg, too, focuses his studies and writings on the post-victimization period.³³ Studies of the readjustment phase after release from captivity may not prove beneficial to those endeavoring to cope with the day-to-day pressures of terrorism. It is true that this information may offer insights to those wishing to understand the psychological complexities that occur when the terrorist experience includes an extensive period of captivity and release.

The literature which is available regarding "coping" with terrorism

is geared toward executive and diplomat protection, and is characterized by self-protection books such as Terrorism and Personal Protection, by Brian Jenkins; Countering Terrorism: Security Suggestions for U.S. Business Representatives Abroad, by the United States Department of State, Bureau of Administration; and others. These may not have been considered relevant self-help guides by military families facing such problems.

Two pamphlets distributed by the Air Force, MACP 208-2 and ATPC 208-1, both entitled Combatting Terrorism: Family Protection Workbook, succeed in providing suggestions appropriate for families seeking ways for coping with terrorism. Scholars and practitioners concur that an effective method for helping citizens cope with the stressful pressures of terrorism is through security awareness education and being kept informed of the impending threats, without jeopardizing national security.³⁴ Programs encompassing security awareness, coping with pressures and information dissemination need to be established or expanded for Americans who are living, working or traveling overseas. Unfortunately, the consensus is that there is a serious lack of formalized programs available to Americans.

Programs and information are needed because terrorism will remain a threat and an on-going social problem because of the increase in state-sponsored terrorism.

Much remains to be learned regarding terrorist victimization. Future study must be interdisciplinary in nature.³⁵ For this reason, it is imperative that researchers from a variety of disciplines communicate, exchange ideas, and identify problem areas so they can be

studied. If this can be achieved it is possible that security problems facing Americans overseas can be reduced through the dissemination of information which will allow them to cope more adequately with the terrorist threat.

Notes

- ¹ Kent L. Oots and Thomas C. Wiegale, "Terrorist and the Victim: Psychiatric and Psychological Approaches from a Social Science Perspective," Terrorism 8, No. 1 (1985): 28.
- ² Frederick J. Hacker, M.D., "Terror and Terrorism: Modern Growth Industry and Mass Entertainment," Terrorism 4, no. 14 (1980): 144.
- ³ Donald M. Kerr, "Coping with Terrorism," Terrorism 8, no. 2 (1985): 114.
- ⁴ Hale A. Newcomer and John W. Adkins, "Terrorism and the Business Executive," Personnel 59, no. 11 (1980): 915-17.
- ⁵ "Americans Are the No. 1 Targets," U.S. News and World Report, 21 October 1985: 27.
- ⁶ Morton Bard and Dawn Sangrey, The Crime Victim's Book (New York: Basic Book, 1979), 4.
- ⁷ Brian M. Jenkins, Terrorism: Between Prudence and Paranoia (Santa Monica: Rand Corporation, 1986), 2.
- ⁸ Frank A. Rex, Major, "Stress: Reaction to More Security," Kaiserslautern American, 16 May 1986: 6.
- ⁹ "Community Security Increases," Kaiserslautern American, 18 April 1986: 1.
- ¹⁰ Robert C. McFarlane, "Terrorism and the Future of a Free Society," Terrorism 8, no. 4 (1986): 317.
- ¹¹ Patrick Collins, Living in Troubled Lands (Boulder: Paladin, 1981), 9.
- ¹² Frank M. Ochberg, "The Victim of Terrorism: Psychiatric Considerations," Terrorism 1, no. 2 (1978): 164.
- ¹³ Oots, 28.
- ¹⁴ Ochberg, 167.
- ¹⁵ Ochberg, 148.
- ¹⁶ Thomas C. Tompkins, Military Countermeasures in the 80's (Santa Monica: Rand Corporation, 1984), v.
- ¹⁷ Collins, 9.
- ¹⁸ Collins, xiii.

¹⁹ Richard Clutterbuck, Living with Terrorism (London: Faber and Faber, 1975), 60.

²⁰ Raymond H. Fernandez, "Organization Development and Terrorism," Development Research Associates, no. OS/RF39&OD: Photocopy, n.d., 3.

²¹ Fernandez, 4.

²² Peter Slavin, "Living with Terrorism," Air Force Times, 26 May 1986: 54.

²³ Slavin, 55.

²⁴ Fernandez, 4.

²⁵ Fernandez, 4.

²⁶ Fernandez, 4.

²⁷ Fernandez, 6.

²⁸ Fernandez, 6.

²⁹ Fernandez, 3.

³⁰ Fernandez, 7.

³¹ Fernandez, 7.

³² Slavin, 54.

³³ Frank M. Ochberg, and David A. Soskis, Victims of Terrorism (Boulder: Westview, 1982), 31.

³⁴ Slavin, 55.

³⁵ Oots, 28.

Chapter 3

Analyzing the Terrorist Threat

Introduction

As pointed out in Chapter 2, contemporary research focusing on the victimization of individuals by terrorists, has generally centered on two main avenues of study. First, the dynamics that occur during the period while the hostage(s) are actually being held by terrorists, has been thoroughly researched. Secondly, indepth studies of the post-victimization phase have and continue to be studied. This entails the period of time during which the released hostage or hostages are having to deal with a variety of aftermath adjustments, which are required for reintegration back into society, in order to facilitate resumption of a routine life-style.

Focusing research in this way, however, has identified a major limitation that completely ignores the on-going victimization which is uniquely created by terrorism. This occurs through the continued infliction of a variety of pressures and stressful situations that adversely impact the daily lives of Americans. It is this absence of research and the lack of available data which necessitates and warrants the present research.

The major emphasis of this study will be to determine the stress and pressure levels perceived by Americans and their families residing overseas, who have determined that terrorism is a potential threat. Additionally, the study will attempt to determine how successfully these

same Americans are coping with the stressful pressures and life-style alterations that are so much a part of living within a terrorist environment. Finally, as a result of the findings, this study strives to identify program areas that require refinement in order to enhance effectiveness; overall programs that are limiting; and present selected comments depicting some of the generalized feelings held by the respondents.

This study is designed to be descriptive and exploratory in nature. The views and perceptions which are presented will not be interpreted beyond a general discussion that can be systematically drawn from the data results. Due to the time constraints and the limited resources available to the author, this survey questionnaire was administered once only during this research study and at selected Air Force bases throughout Europe.

Section 1

Sample Identified

The population sample used for this study consisted of United States Air Force (USAF) members and their families, who are currently stationed and residing in Europe. Participation in the study was voluntary and respondents were randomly chosen, representing rank levels from airman to colonel. A target sample of 100 responses was sought to provide a sound and valid data base. This goal was surpassed.

In mid-year 1987, a total of 300 survey questionnaires were distributed to six United States Air Force bases in Europe, representing four countries: West Germany, England, Belgium and Italy. A total of

150 questionnaires were distributed to three bases in West Germany and the number returned totaled 140. Forty of the 50 questionnaires distributed to one base in England were returned. Only four out of 50 questionnaires were returned from the one base selected in Belgium. None of the 50 survey questionnaires were returned from the one base selected for study in Italy. Therefore, only four of the six military installations solicited for survey participation were able to be used and analyzed. The results from the 180 surveys that were returned were tabulated and provide the data basis for this study.

Individual/family information gathered reflecting the respondents' ranks ranged from airman (E-1) to colonel (O-6). Also, of the 180 survey respondents, 120 indicated they were married; 60, single. Of those married, 110 stated their families were accompanying them in Europe; seven families were not and three did not answer the question. Ninety-three participants further indicated they were serving their first overseas tour. Eighty-five are completing at least their second tour, while two more did not provide this information. Lastly, of the 180 personnel surveyed, 82 replied they live on base (in government quarters), while the remaining 96 live off base within the civilian community; two elected not to respond.

The survey respondents were asked to participate in the study only if their present overseas assignment had continued for one year or more. This was requested because it is felt by the author that for periods under one year, families are already experiencing a period of increased stress related to residential change rather than fear of terrorism. Anyone that has experienced an international move will attest that such

a move is not an easy task. The entire family is suddenly faced with a strikingly new and different environment; they must all learn new customs and often a new language, and are getting resettled into a new house, job, school and neighborhood. With all of this occurring, it takes close to a year before any other external pressures, such as the threat of terrorism, have a greater bearing and impact on the family than those previously mentioned.

Permission to conduct this survey was granted by Headquarters AFMPC/DPMYOS. A USAF Survey Control Number (SCN) 87-063, was assigned to this questionnaire with an expiration date of 31 December 1987. The self-administered survey questionnaire consisted of 26 questions, plus an optional comments section (Refer to Appendix A).

Tabulation of Results

In order to obtain the desired data, findings from 180 self-administered survey questionnaires were accumulated. This allowed the compilation, tabulation and analysis of results obtained from respondents' views, feelings and perceptions of the terrorist threat.

Question formats consist of three basic types. Questions are either fashioned in a "yes/no" format, in a multiple choice format, or as a progressive line bar or scale that increases from 0 to 10. Not only is this last format very flexible, the progressive line bar format is also similar to the one used by Fernandez during his study.¹ This question format was purposely selected to facilitate the ease of comparative research if conducted in the future. The combination of these question formats was elected in order to provide participants the

widest range of workable response options.

The method of tabulating the questionnaire results was accomplished by tallying the overall number of frequency responses. This method was used on all responses to the 26-question survey. Responses were compiled and tabulated by each country/base to allow individual comparison and then combined to obtain the overall results. The mean per question, per country/base, and the overall means presented in this study, were calculated by combining all responses and then employing simple averaging. Yes and no formatted questions were additionally analyzed by working out the percentages of those responding either positively or negatively to questions.

It should be noted that this study is an attempt to gain an insight and a further understanding of the views and perceptions held by those Americans living in Europe. It is hoped that assumptions drawn from the data can be applied to policies designed to help American military and civilian personnel and their dependents cope with the pressures confronting them in their places of work and residence.

Section 2

Survey Questionnaire Response Results

The following tables presented represent the responses of 180 individuals and their families that participated in a self-administered survey questionnaire. The data contained in the tables convey the attitudes, perceptions, feelings and fears that Americans overseas have towards the threat of terrorism. A summary of the results accompanies each response table.

Table 3.1

Perceived Terrorist Threat Level in Response to Survey Question #1: At what level do you consider the terrorist threat? (Circle)

0	1	2	3	4	5	6	7	8	9	10
NO										EXTREMELY
THREAT										HIGH
<u>RESPONSES</u>										
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG			BASE 4-UK
#0	1			0			0			1
#1	2			0			1			6
#2	4			3			3			6
#3	9			4			3			8
#4	15			5			4			4
#5	13			6			6			7
#6	4			12			3			4
#7	10			9			0			4
#8	12			0			3			0
#9	1			1			0			0
#10	3			1			1			0
No Response	0			1			0			0
Individual Mean	5.28			5.41			4.38			3.62

OVERALL MEAN = 4.82

Table 3.1 indicates the perceived terrorist threat level that Americans and their families overseas feel they are currently experiencing. Although each of the three bases in the Federal Republic of Germany indicates a higher perceived threat level than England, the overall mean is plotted at 4.82. This reflects that respondents feel a threat does exist but it is presently at a tolerable and manageable level and not felt to be extremely high.

Table 3.2

Perceived Level of Concern and Impact in Response to Survey Question #2:
Does the possibility of being involved in a terrorist incident have any
impact on you or your family? (Circle)

	0	1	2	3	4	5	6	7	8	9	10
	NO										VERY
	EFFECT										CONCERNED
	<u>RESPONSES</u>										
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG			BASE 4-UK	
#0	11			1			2			8	
#1	2			3			2			1	
#2	3			3			4			3	
#3	8			2			4			8	
#4	11			10			2			3	
#5	9			4			3			9	
#6	5			5			3			1	
#7	7			4			1			3	
#8	12			4			2			0	
#9	0			1			0			2	
#10	6			4			1			1	
No Response	0			0			0			1	
Individual Mean	4.81			5.00			4.00			3.67	

OVERALL MEAN = 4.51

Table 3.2 conveys the level of concern that the participants have regarding the possibility of being involved in a terrorist incident. The overall mean for Table 3.2 is 4.51. This reflects that there is a bit lower than average concern regarding the possibility of becoming personally involved in a terrorist incident.

Table 3.3

Level of Perceived Safety in Response to Survey Question #3: Do you and your family feel safe in Europe? YES ____ NO ____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
<u>YES</u>	60	37	22	39
<u>NO</u>	13	5	2	1
<u>NO RESPONSE</u>	1	0	0	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		179
<u>PERCENTAGE</u>		
<u>YES</u>	158	88%
<u>NO</u>	21	12%
<u>NO RESPONSE</u>	1	

Table 3.3 expresses the level of safety Americans living in Europe feel they have. Out of 179 responses, only 21 of 179 (12%) do not feel safe. An overwhelming 158 of 179 (88%) feel that they and their families are safe in Europe.

Table 3.4

Perceived Impact Regarding Level of Threats Versus Actual Acts in Response to Survey Question #4: Do the threats of terrorist acts alone have LESS____, the SAME____, or MORE____ of an impact on you, than an act itself?

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
<u>LESS</u>	30	22	17	25
<u>SAME</u>	34	16	7	15
<u>MORE</u>	9	3	0	0
<u>NO RESPONSE</u>	1	1	0	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		178
	<u>PERCENTAGE</u>	
<u>LESS</u>	94	53%
<u>SAME</u>	72	40%
<u>MORE</u>	12	7%
<u>NO RESPONSE</u>	2	

Table 3.4 endeavors to determine whether a terrorist threat has less, the same, or more of an impact on people than an actual terrorist act. Although fairly close, the majority, 94 of 178 (53%) feel that threats have "less" of an impact than an overt act. Seventy-two of 178 respondents (40%) feel that threats carry the "same" weight as an act, with 12 of 178 (7%) indicating a threat has "more" of an impact on them than an actual terrorist act.

Table 3.5

Perceived Level of Local Security Measures in Response to Survey
 Question #5: Has there been an increase of anti-terrorist security
 measures implemented in your area? YES ____ NO ____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	42	30	21	28
NO	29	12	3	12
NO RESPONSE	3	0	0	0

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 177

PERCENTAGE

YES 121 68%

NO 56 32%

NO RESPONSE 3

Table 3.5 shows how many respondents feel there has been an increase of anti-terrorist security measures implemented in their areas. Knowing for a fact that there have been increased measures implemented at each of the bases surveyed in the Federal Republic of Germany and the United Kingdom, this question attempts to determine how many people are actually aware of these anti-terrorist security measures. Overall, 121 out of 177 (68%) indicate there has been an increase of security measures; however, 56 of 177 (32%) respondents, almost a third of those polled, do not feel there has been an increase and are unaware of the anti-terrorist security measures that have been implemented.

Table 3.6

Perceived Effectiveness of Security Measures in Response to Survey
Question #6: How do you rate the effectiveness of these anti-terrorist security measures? (Circle)

	0	1	2	3	4	5	6	7	8	9	10
	USELESS										VERY EFFECTIVE
<u>RESPONSES</u>											
<u>SCALE</u>	<u>BASE 1-FRG</u>			<u>BASE 2-FRG</u>			<u>BASE 3-FRG</u>			<u>BASE 4-UK</u>	
#0	2			1			0			1	
#1	3			0			0			2	
#2	7			1			0			3	
#3	6			1			0			5	
#4	7			6			4			3	
#5	15			5			5			7	
#6	16			7			3			5	
#7	9			10			5			6	
#8	4			6			6			4	
#9	0			2			0			1	
#10	1			3			1			1	
No Response	4			0			0			2	
Individual Mean	4.71			6.23			6.33			5.07	

OVERALL MEAN = 5.38

Table 3.6 asks survey participants to rate the effectiveness of the anti-terrorist security measures, implemented in their area. As an overall assessment, the anti-terror security measures are given a combined average mean rating of 5.38, making the measures satisfactory from the viewpoint of the respondents.

Table 3.7

Perceived Sense of Security in Response to Survey Question #7: Do anti-terrorist security measures make you feel more secure or more vulnerable? MORE SECURE____ MORE VULNERABLE____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
MORE SECURE	53	39	21	34
MORE VULNERABLE	13	3	2	5
NEITHER	3	0	0	0
NO RESPONSE	5	0	1	1

COMBINED OVERALL RESULTS

<u>POSSIBLE RESPONSES</u>	<u>180</u>
<u>TOTAL RESPONSES</u>	<u>173</u>
	<u>PERCENTAGE</u>
MORE SECURE	147 85%
MORE VULNERABLE	23 13%
NEITHER	3 2%
NO RESPONSE	7

Table 3.7 answers whether anti-terrorist security measures make the respondents feel more secure or more vulnerable. Overwhelmingly, 147 out of 173 (85%) individuals indicate that they feel more secure as a result of the anti-terrorist security measures that have been implemented. Only 23 of 173 (13%) responded that the security measures actually make them feel more vulnerable.

Table 3.8

Number to Have Taken Precautions in Response to Survey Question #8:
 Have you and your family taken any precautions to reduce your chances of
 being involved in a terrorist incident? YES ____ NO ____
 If so, what? _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
<u>YES</u>	36	30	13	12
<u>NO</u>	34	12	11	27
<u>NO RESPONSE</u>	4	0	0	1

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		175
	<u>PERCENTAGE</u>	
<u>YES</u>	91	52%
<u>NO</u>	84	48%
<u>NO RESPONSE</u>	5	

Table 3.8 indicates those that have and have not taken precautions for themselves and their family, to try and reduce their vulnerability of becoming involved in a terrorist incident. The total responses reflect a fairly even distribution of those that have and have not taken precautions. Out of 175 responses, 91 (52%) have taken precautions, whereas 84 of 175 (48%) have not taken such safeguards.

For those that had taken precautions, survey question 8, further requested it be stated what type of actions had been taken. The following direct quotes are representative of the responses received and have been extracted from the survey questionnaires exactly as written:

1. When traveling we try to remain inconspicuous and have briefed our children on what to do and where to go in an emergency.
2. Securing all military items and credentials.
3. Always check the car undercarriage, always alert to unusual situations when off base.
4. Just keeping eyes and ears open on and off duty.
5. Stay out of big crowds.
6. Plan.
7. Try to fit in with the German population.
8. Tighter controls of home, car and awareness of public areas.
9. Don't call attention to ourselves as Americans.
10. Low profile when off base. Stay away from large gatherings.
11. Stay away from known American hang-outs.
12. Prayer to the Lord, and watch around us.
13. Confine ourselves to base activities.
14. Limit where we go off base/only known areas.
15. Increased awareness.

Table 3.9

The Level of Threat Perceived by Americans in Response to Survey Question #9: Do you or your family members feel threatened by terrorists' threats? (Circle)

0	1	2	3	4	5	6	7	8	9	10
NOT THREATENED					EXTREMELY THREATENED					
<u>RESPONSES</u>										
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG		BASE 4-UK	
#0	12			2			2		9	
#1	4			3			3		4	
#2	7			1			6		6	
#3	7			13			5		6	
#4	12			3			2		3	
#5	12			9			3		5	
#6	5			7			2		2	
#7	6			1			0		4	
#8	3			2			1		1	
#9	0			0			0		0	
#10	3			1			0		0	
No Response	3			0			0		0	
Individual Mean	3.84			4.19			3.04		2.97	

OVERALL MEAN = 3.62

Table 3.9 identifies the perceived threat level experienced by Americans and their families when confronted by terrorist threats. The overall mean is 3.62. This indicates that at the time of this survey, respondents felt less than moderately threatened by the threats of terrorists.

Table 3.10

Amount of Information Received in Response to Survey Question #10: Did you and your family receive any information regarding the threat of terrorism and how it could affect your life-style prior to arriving at your present duty location? YES ____ NO ____
If so, what? _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	28	12	3	7
NO	43	30	21	33
NO RESPONSE	3	0	0	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		<u>180</u>
<u>TOTAL RESPONSES</u>		<u>177</u>
	<u>PERCENTAGE</u>	
<u>YES</u>	50	<u>28%</u>
<u>NO</u>	127	<u>72%</u>
<u>NO RESPONSE</u>	3	

Table 3.10 calculates the number of participants that did or did not receive information in relation to the impact of terrorism, prior to their arrival in Europe. From a total of 177 responses, only 50 (28%) indicated they had received information pertaining to the effects that terrorism will have on their lives. The majority, 127 of 177 (72%) disclosed that they had not received any form of information that would help them prepare for living within a terrorist environment.

Survey question 10 also requested a list of kinds of information that were made available to help them better prepare themselves for residing at the new duty station prior to their arrival. The following

direct quotes are representative of the overall responses received and have been extracted from the survey questionnaire exactly as written:

1. From a friend that's been there before.
2. Pamphlet on terrorism.
3. Sponsor told me some stuff.
4. Precautions to take, so you won't be a victim.
5. Pamphlets on preventions plus cautions.
6. Briefings, brochures.

Table 3.11

Amount of Formal Training Received in Response to Survey Question #11:
 Have you or your family received any formal training or briefings since
 you arrived in Europe, that will help you better cope with the stress of
 living in a terrorist environment? YES ____ NO ____
 If so, what? _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	38	16	11	18
NO	33	26	13	21
NO RESPONSE	3	0	0	1

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		176
	<u>PERCENTAGE</u>	
<u>YES</u>	83	47%
<u>NO</u>	93	53%
<u>NO RESPONSE</u>	4	

Table 3.11 indicates the amount of formal training that the respondent and his/her family has received since arriving in Europe. Specifically, training or information that will help them better cope with the stressful situations found in such an environment. Again, the two categories are closely matched. Those responding that they have received information represent 83 (47%) of the 176 responses. Those indicating they have not received any information or training since their arrival account for 93 of 176 (53%).

Survey question 11 additionally requested the type of information

be listed that had been received since their arrival. The following direct quotes are representative of the overall responses received and have been extracted for the survey questionnaire exactly as written:

1. I received it; my family did not.
2. Threat briefings.
3. I have received some training as a security policeman.
4. Not at this duty station.
5. Annual threat briefings.
6. Not coping with stress, just briefing about terrorism.
7. General briefings, helpful hints.
8. Everyone gets training on the threat and ways of coping with it. What we do not receive, generally, is training on coping with stress produced by the terrorist threat.

Table 3.12

Perceived Level of Stress in Response to Survey Question #12: How much stress do you believe terrorism has on you and your family? (Circle)

	0	1	2	3	4	5	6	7	8	9	10
	NONE										VERY STRESSFUL
<u>RESPONSES</u>											
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG			BASE 4-UK	
#0	10			5			0			7	
#1	7			6			6			3	
#2	6			3			7			10	
#3	12			8			4			7	
#4	9			5			4			4	
#5	8			4			1			3	
#6	5			7			1			1	
#7	9			2			0			4	
#8	0			1			1			0	
#9	2			0			0			0	
#10	2			1			0			1	
No Response	4			0			0			0	
Individual Mean	3.74			3.57			2.79			2.97	

OVERALL MEAN = 3.39

Table 3.12 identifies the level of perceived stress that respondents and their families are encountering and dealing with at the present time. The graduated scale, extending from 0 "no stress" to 10 "very stressful," indicates the overall mean to be 3.39. This reflects that at the time this survey was administered, the perceived amount of stress being encountered was considered fairly low.

Table 3.13

Possibility of Being Targeted in Response to Survey Question #13: Do you feel that you and your family could possibly be targeted by a terrorist? YES____ NO____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	46	29	11	20
NO	22	13	13	20
POSSIBLY	3	0	0	0
NO RESPONSE	3	0	0	0

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 177

PERCENTAGE

YES 106 60%

NO 68 38%

POSSIBLY 3 2%

NO RESPONSE 3

Table 3.13 denotes the level of those Americans that feel they could possibly be targeted by a terrorist. The results show that 106 of 177 (60%) feel they could, in fact, be targeted individually. Sixty-eight of 177 (38%) of the respondents do not feel they could be selected and become a victim of a terrorist group. An additional 3 of 177 (2%) feel it is a possibility but indicated they do not believe it is likely.

Table 3.14

Number Limiting Their Travels in Response To Survey Question #14: Have you restricted your travels (sightseeing or vacationing) because of the threat of terrorism? YES____ NO____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	15	8	5	7
NO	56	34	19	33
NO RESPONSE	3	0	0	0

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 177

PERCENTAGE

YES 35 20%

NO 142 80%

NO RESPONSE 3

Table 3.14 reflects the number of those responding, and whether or not they have limited their travels in any way, i.e., sightseeing or vacationing. The responses indicate that the vast majority, 142 of 177 (80%) do not limit their travels. The remaining 35 of 177 (20%) do to some degree.

Table 3.15

Program Awareness in Response to Survey Question #5: Are you aware of any programs the base may offer to assist you and your family in better coping with the pressures of living in a terrorist environment?
 YES _____ NO _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	21	10	6	13
NO	50	32	18	27
NO RESPONSE	3	0	0	0

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 177

PERCENTAGE

YES 50 28%

NO 127 72%

NO RESPONSE 3

Table 3.15 is designed to measure how many people responding are aware of programs that may assist them and their families to better cope with the pressures found and encountered in a terrorist environment. It is evident from the findings that the majority, 127 of 177 (72%) are not aware of any "coping with pressures" programs available to assist them. Fifty of 177 (28%), however, did respond positively to this question and were aware of such programs but no particular program was identified by respondents.

Table 3.16

Identifying Life-style Revision in Response to Survey Question #16:
 Have you had to change your life-style in any way, due to the threat of
 terrorism? YES____ NO____ If so, how? _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	14	10	6	4
NO	55	32	18	36
POSSIBLY	2	0	0	0
NO RESPONSE	3	0	0	0

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 177

PERCENTAGE

YES 34 19%

NO 141 80%

POSSIBLY 3 1%

NO RESPONSE 3

Table 3.16 reflects the number of those indicating they have or have not had to revise their life-style as the result of the threat of terrorism. The overall results show that 141 of 177 (80%) feel they have not had to change their life-style in any way. Thirty-four (19%) claim changes have been required with an additional 3 of 177 (1%) stating that they possibly have had to make some adjustments.

Survey question 16 additionally requested the type of changes that have been required and made on their part. The following direct quotes

are representative of the overall responses received and have been extracted from the survey questionnaire exactly as written:

1. Selective when choosing airlines and not traveling in uniform.
Use tourist passport versus military ID card/orders.
2. Watch people more.
3. Traveling to different places and trusting people.
4. Limit travel.
5. Reduce travel, additional restrictions on my children.
6. More cautious, less travel, never travel alone.
7. Check my car over completely before using it.
8. More aware of what's going on around me.
9. Limited travel and exposure to high-threat areas.
10. Modified driving patterns to and from work during high-threat periods.
11. Be careful wherever I go and beware of all around me.

Table 3.17

Perceived Satisfaction of Information Given in Response to Survey
 Question #17: Do you feel you and your family are informed enough
 concerning the threat of terrorism in your area? YES____ NO____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	46	29	19	24
NO	25	13	5	16
NO RESPONSE	3	0	0	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		<u>180</u>
<u>TOTAL RESPONSES</u>		<u>177</u>
	<u>PERCENTAGE</u>	
<u>YES</u>	<u>118</u>	<u>67%</u>
<u>NO</u>	<u>59</u>	<u>33%</u>
<u>NO RESPONSE</u>	<u>3</u>	

Table 3.17 discloses whether or not the participants and their families feel they are being kept satisfactorily informed regarding the threat of terrorism in their respective areas. The Table shows that 118 of 177 (67%) feel they are being kept well enough informed. One-third of those responding, however, 59 of 177 (33%), do not feel they are satisfactorily updated on terrorist threats and activities.

Table 3.18

Staying Current with World Events in Response to Survey Question #18:
 Do you keep up with world events more now that you are in Europe?
 YES____ NO____ (PT-1) Is this mainly because of your concern with
 terrorism? YES____ NO____ (PT-2).

<u>NUMBER OF RESPONSES PER BASE</u>								
<u>SCALE</u>	<u>BASE 1-FRG</u>		<u>BASE 2-FRG</u>		<u>BASE 3-FRG</u>		<u>BASE 4-UK</u>	
	PT-1	PT-2	PT-1	PT-2	PT-1	PT-2	PT-1	PT-2
YES	52	21	33	14	16	4	27	11
NO	17	42	9	24	8	19	13	25
NO RESPONSE	5	11	0	4	0	1	0	4

<u>COMBINED OVERALL RESULTS</u>				
<u>POSSIBLE RESPONSES</u>		180		
<u>TOTAL RESPONSES</u>	<u>PART-1</u>	175	<u>PART-2</u>	160
	<u>PART-1</u>		<u>PART-2</u>	
	<u>PERCENTAGE</u>		<u>PERCENTAGE</u>	
YES	128	73%	50	31%
NO	47	27%	110	69%
NO RESPONSE	5		20	

Table 3.18 indicates whether respondents are more aware of contemporary world events, now that they are in Europe; and secondly, if they do have a heightened awareness, is it primarily because of their concern with terrorism. Results indicate that on the whole, 128 of 175 (73%) try to keep more in tune with world events now that they're in Europe, but only 50 of 160 (31%) do this because of their concern with terrorism. Forty-seven of 175 (27%) state that they do not keep up with world events more now and 110 of 160 (69%) responding do not stay current with world events because of their concern with terrorism.

Table 3.19

Number Wanting to Return to U.S. in response to Survey Question #19. If given the opportunity, would you and your family like to return to the U.S. due to the danger of terrorism? YES _____ NO _____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
<u>YES</u>	26	10	1	10
<u>NO</u>	45	31	22	30
<u>NO RESPONSE</u>	3	1	1	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		175
	<u>PERCENTAGE</u>	
<u>YES</u>	47	27%
<u>NO</u>	128	73%
<u>NO RESPONSE</u>	5	

Table 3.19 points out the percentage of Americans who, if given the opportunity, would elect to return to the United States because of their perceived danger and fear of terrorism. The results clearly show that the majority, 128 out of 175 (73%), would not take advantage of this option and would remain where they are. Approximately a quarter of those responding 47 or 175 (27%), however, would return to the United States if given an opportunity to do so.

Table 3.20

The Number Who Feel Adequately Informed of Danger Areas in Response to Survey Question #20: Do you feel you could be kept better informed of potential danger areas and activities in your area? YES ____ NO ____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
<u>YES</u>	52	27	14	24
<u>NO</u>	18	15	10	16
<u>NO RESPONSE</u>	4	0	0	0

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		176
	<u>PERCENTAGE</u>	
<u>YES</u>	117	66%
<u>NO</u>	59	34%
<u>NO RESPONSE</u>	4	

Table 3.20 indicates whether Americans overseas feel they could be kept better informed of potentially dangerous areas and activities in their area. A clear margin, 117 out of 176 (66%), suggests that they are not adequately informed and should be kept enlightened about local hazardous areas. Fifty-nine of 176 (43%) indicate they are receiving a satisfactory amount of information to meet their needs.

Table 3.21

Level Friends Are Coping in Response to Survey Question #21: How do you feel your friends and their families are handling the threat of terrorism? (Circle)

	0	1	2	3	4	5	6	7	8	9	10
	AREN'T CONCERNED										VERY SCARED
	<u>RESPONSES</u>										
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG			BASE 4-UK	
#0	5			2			0			5	
#1	3			2			3			5	
#2	6			2			2			6	
#3	17			5			4			4	
#4	9			10			4			6	
#5	19			6			6			8	
#6	6			6			2			1	
#7	4			4			1			1	
#8	1			1			2			0	
#9	1			2			0			2	
#10	1			1			0			1	
No Response	2			1			0			1	
Individual Mean	4.00			4.65			4.16			3.53	

OVERALL MEAN = 4.07

Table 3.21 presents the perceptions of the respondents, regarding how successfully they feel their friends are handling the threat of terrorism. With a scale ranging from 0 "aren't concerned," to 10 "very scared," the overall mean is plotted at 4.07. This indicates that they perceive their friends as dealing with terrorism reasonably well and not overly frightened with the threat of terrorism.

Table 3.22

Perceived Ability to Protect Oneself in Response to Survey Question #22:
Do you feel you can protect yourself and your family from terrorist
acts? (Circle)

	0	1	2	3	4	5	6	7	8	9	10
CAN'T PROTECT											TOTALLY PROTECTED
<u>RESPONSES</u>											
SCALE	BASE 1-FRG			BASE 2-FRG			BASE 3-FRG			BASE 4-UK	
#0	7			2			0			3	
#1	2			4			1			3	
#2	8			2			5			6	
#3	8			1			3			4	
#4	7			4			3			2	
#5	11			5			5			10	
#6	9			9			2			5	
#7	9			4			2			4	
#8	7			4			2			1	
#9	3			4			0			1	
#10	2			2			1			0	
No Response	1			1			0			1	
Individual Mean	4.72			5.41			4.54			4.10	

OVERALL MEAN = 4.72

Table 3.22 reflects the perceived ability to protect oneself and family. on a scale from 0 "can't protect," to 10 "totally protect," the overall mean is 4.72. These results imply that the respondents contend they are able to protect themselves and their families only moderately from overt terrorist acts.

Table 3.23

Number Willing to Reside Off the Base in Response to Survey Question
 #23: If you live on base, would you live off base considering the
 current threat of terrorism? YES___ NO___

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	29	11	7	16
NO	6	5	2	3
N/A LIVE OFF BASE	38	25	15	20
NO RESPONSE	1	1	0	1

COMBINED OVERALL RESULTS

<u>POSSIBLE RESPONSES</u>	<u>82</u>
<u>TOTAL RESPONSES</u>	<u>79</u>
<u>PERCENTAGE</u>	
YES	63 80%
NO	16 20%
N/A LIVE OFF BASE	98
NO RESPONSE	3

Table 3.23 presents data that is solely based on those Americans that live on a military installation in government housing, and questions if they would be willing to live off the base in view of the current threat of terrorism. The results compiled clearly indicate that 63 out of 79 (80%) would live off base, faced with the present threat. Sixteen of 79 (20%) indicated they would not be so inclined to do so.

Table 3.24

Perceived Need for Security Awareness in Response to Survey Question
 #24: Have you and your family had to become more security conscious due
 to the threat of terrorism? YES____ NO____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	47	28	17	17
NO	24	13	6	21
NO RESPONSE	3	1	1	2

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		180
<u>TOTAL RESPONSES</u>		173
	<u>PERCENTAGE</u>	
YES	109	63%
NO	64	37%
<u>NO RESPONSE</u>	7	

Table 3.24 shows the results of the number of respondents who feel they have or have not had to become more security conscious. By a large margin, 109 of 173 (63%) responded that they have, in fact, had to become more security conscious, due to the threat of terrorism. Sixty-four out of 173 (37%) expressed that they have not had to become more security conscious for the same reason.

Table 3.25

Number in Fear in Response to Survey Question #25: Do you know anyone that is very scared because they believe they'll be involved in a terrorist incident? YES ___ NO ___

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	17	9	7	7
NO	55	32	17	32
NO RESPONSE	2	1	0	1

COMBINED OVERALL RESULTS

POSSIBLE RESPONSES 180

TOTAL RESPONSES 176

PERCENTAGE

YES 40 23%

NO 136 77%

NO RESPONSE 4

Table 3.25 reflects the number of respondents indicating that they know someone who is "very scared," because they feel they will become involved in a terrorist incident. The majority, 136 out of 176 (77%), indicate that they know no one in this category or situation. However, 40 of the 176 respondents (23%) state that they do know someone who is very frightened.

Table 3.26

Perceived Ability to Cope in Response to Survey Question #26: Do you believe it is getting more difficult to cope and deal with the stress and pressures of terrorism on a day-to-day basis? YES ____ NO ____

<u>NUMBER OF RESPONSES PER BASE</u>				
<u>SCALE</u>	<u>BASE 1-FRG</u>	<u>BASE 2-FRG</u>	<u>BASE 3-FRG</u>	<u>BASE 4-UK</u>
YES	12	8	3	4
NO	61	33	21	35
NO RESPONSE	1	1	0	1

<u>COMBINED OVERALL RESULTS</u>		
<u>POSSIBLE RESPONSES</u>		<u>180</u>
<u>TOTAL RESPONSES</u>		<u>177</u>
	<u>PERCENTAGE</u>	
<u>YES</u>	<u>27</u>	<u>15%</u>
<u>NO</u>	<u>150</u>	<u>85%</u>
<u>NO RESPONSE</u>	<u>3</u>	

Table 3.26 discloses how many respondents perceive that it is getting more difficult to deal and cope with the stressful pressures caused by terrorism. Out of a total of 177 responses, 27 (15%) indicate it is getting tougher on them and their families to cope with the daily pressures and stress. The majority, 150 of 177 (85%) of those participating in this study, indicate that they are successfully coping and dealing with the unique pressures exerted from terrorism.

Section III

Discussion of Survey Results

Having compiled, reviewed, and analyzed the results of this research survey questionnaire, several perceived notions were confirmed, and the findings also offered a few surprises.

As shown earlier, Table 3.1 indicated that overall, Americans overseas rated the current terrorist threat level at about the midway point on the scale. This was lower than anticipated. It is important to point out, however, that the perceived threat level and the amount of stress and pressures encountered, as the result of terrorism, can drastically fluctuate as terrorist activities gain in intensity or taper off. After the United States conducted a retaliatory air strike against Libya, we experienced a period where terrorist activities world-wide dropped off considerably and thus the perceived threat level also fell. The following direct quotes drawn from the survey questionnaire share the same opinion:

I think you would get entirely different results if folks completed this a few days after a major incident affecting USAF facilities, or when the unit is in an advanced threatcon. The threat level varies.

If these questions were asked right after a terrorist activity (Frankfurt bombing, Rheinmain incident, Berlin disco, etc.), some of the answers would be different.

The lower stress level rating indicated in Table 3.12 supports this assumption. If the threat level is considered low to moderate, then the stress and pressures resulting from the terrorist threats should also be expected to be lower, as indicated by the findings.

It is important to remember, though, that just because the majority

of Americans have indicated that the aforementioned conditions are at a tolerable level for them, Tables 3.1 and 3.12 also show that there are some individuals and families who consider the terrorist threat level to be extremely high and very stressful to them. This should be kept in mind when the availability of assistance programs are discussed a little later.

An important finding to be taken into consideration when analyzing stress levels, too, is found in Table 3.4. The compiled results show that almost half (47%) of those responding feel that terrorists threatening to carry out an operation has the same or more of an impact on them as does an actual act. Although 52 percent indicate that this has less of an impact on them, it is a significant finding that should be taken into consideration.

Civilian and military managers need to understand that the "threat alone," does have a profound impact on nearly half of the people who may be working for them. Coupled with the fact found in Table 3.22, respondents feel that they can only moderately protect themselves and their families from terrorist acts, may challenge managers with more than they are prepared to deal with. For example, managers should anticipate and plan for when threat levels are high, many people will be experiencing more stress and quite possibly be under considerably more pressure and possibly feel more vulnerable due to their perceived inability to adequately protect themselves and their families. If this is indeed the case, their concentration to their job may not be what it should be or what is needed at the time.

Table 3.2 illustrates that there is somewhat less than average concern regarding the possibility of being involved in a terrorist

incident. Yet, in Table 3.13, 60 percent of the same respondents feel they could possibly be personally targeted by a terrorist. A respondent attributes his vulnerability to this reality by stating, "because we are Americans". It is true that Americans in uniform who are now in Europe are probably the most visible status symbols of America.² For this reason, it was no surprise when Table 3.24 disclosed the fact that 63 percent of those surveyed indicated that due to terrorism they have had to become more security conscious. What was surprising was the finding that 37 percent did not feel that they had to become more aware of security. It is difficult to understand how anyone would fail to become more security conscious, when everything around them is geared in that vain. As described in Chapter 2, it is often a major undertaking to simply accomplish a shopping spree on base, and go through all of the security checks that are set up. When dealing with security awareness, though, the next logical step is to evaluate and implement security precautions for yourself and for your family.

As Table 3.8 points out, only 52 percent have initiated or addressed personal safety precautions for themselves and for their families. The majority of precautions being taken are listed in Table 3.8 and seem to simply incorporate common sense and a bit of forethought on the part of the respondents. In fact, only a few of the precautions identified and implemented are unique to that particular environment. Some examples are the following: checking your cars for bombs, staying away from "American" hang-outs, and keeping a low profile by fitting in with the German population. The rest of the precautions could easily be useful and adopted to anywhere one might live, i.e., take time to plan ahead, increase your awareness of what's going on around you and secure

all of your belongings. It is felt by the author that the main difference between the two groups that have and have not taken precautions seems to be that, simply, one group has conditioned itself to take the time out to do it, while the other has not and apparently cannot be bothered.

An additional precaution that 20 percent of Americans have adopted involves a self-regulation on the amount of traveling that must be conducted. Of all precautions listed on the survey questionnaire, this was the most common response, even if the statistics on Table 3.14 do not suggest this finding.

It should be understood that "limiting travel" does not equate to doing away with traveling altogether. Respondents only place parameters on their travels. The following direct quotes are taken from the survey questionnaire and represent a couple of the limited travel precautions that have been taken:

We don't go anywhere where we know a demonstration is going to take place.

Limiting where we go off base/only known areas.

There are some, however, that have carried their precautions to the extreme as noted here where they, "confine ourselves to base activities". This could possibly indicate someone that feels considerably threatened and vulnerable, and has taken refuge behind the security of the base perimeter and will not venture out beyond it.

Another surprise finding was that presented in Table 3.7, regarding the anti-terrorist security measures which make Americans feel more secure or more vulnerable. As presented, the responses overwhelmingly indicated that 85 percent of those surveyed feel more secure because of

the anti-terrorist security measures implemented in their area.

Although these measures make people feel more secure, their ratings of the perceived effectiveness of these security measures, covered in Table 3.6, show a noticeable difference of opinion in their effectiveness. Two of the four military bases were rated much higher overall. This can possibly be attributed to the fact that not all bases implement the same security measures, are not provided with the same funding to support their programs and often do not have the same resources at their disposal such as manpower. For these reasons, it is understandable that the anti-security measures at some locations would be rated higher than others because it is very possible that they are better. In fact, supporting this theory, the military base with the highest average rating was the target of a successful terrorist attack and in the recent past underwent a major and extensive security upgrade.

It was anticipated that those families residing outside of the boundaries of a well-fortified military installation would feel more anxious about protection in the case of a terrorist act. The assumption was based on the fact that the majority of security measures are implemented on or near a base, leaving the community only partially protected, if at all. Additionally, many of the government housing areas are located off of the base and few have adequate security measures dedicated to them. Keeping this fact in mind, in the past terrorists have focused many of their operations at "soft" unguarded targets, in lieu of attempting a direct confrontation with a base that is equipped with an array of anti-terrorist security measures. It can be equated to taking the path of least resistance. Since the housing areas mentioned are considered soft and very accessible targets, it was

thought this may give Americans residing there a deeper sense of vulnerability. The findings of feeling more secure, however, do coincide with the additional findings presented in Tables 3.3 and 3.19 that show that the vast majority of Americans polled (88%), do in fact feel safe in Europe. Also, even if they were given the opportunity to return to the United States, in light of the threat of terrorism, 73 percent of the respondents would elect not to return because of the reason posed. This satisfaction with security measures unfortunately does not extend uniformly into all of the areas surveyed.

One area of dissatisfaction expressed by respondents on the survey questionnaire, entails a perceived problem regarding the amount of information that they are provided in relation to terrorism.

Several survey questions were formulated to assess this area. The questions incorporated chronological pattern of events and satisfaction, starting at a point prior to arrival in Europe by the individuals under study. Table 3.10 clearly indicates that there is a substantial, if not almost total lack of information, provided to Americans and their families at this point, prior to their arrival in Europe. Information that would help them prepare themselves for some of the life-style changes and unique pressures that they will experience. The absence of facts enhances fear of the unknown, therefore, early acquisition of information on coping with terrorism should make it easier for the military family to make the transition required when moving to a new base. The type of information now being distributed in the author's opinion is, on the whole, less than desirable. A limited exception to this are two Air Force family protection workbook pamphlets on terrorism: MACP 208-2 and ATPC 208-1. The major problem with these

pamphlets, is not the quality of the product, but rather, the fact that not everyone receives them prior to departure. Also, the information contained in the pamphlets offer some excellent suggestions as to how to reduce risk, but they do not identify nor address, how to best cope and deal with the pressures and stressful situations that may be encountered. These pamphlets are a good introduction, but more is needed. Respondents indicate the other information being provided to them was that of an unofficial type and generally secondhand, either by a friend or sometimes a sponsor.

After arriving in Europe, it appears by the results of the survey that the situation changes very little. Table 3.11 reflects that 53 percent consider that they do not receive structured training or information on how to cope with the stress and pressures caused by terrorism. Of the 47 percent that stated they have received formal training or information, their comments reflect that the information being received consists of terrorist threat training, not programs that focus on coping mechanisms which alleviate the pressures created by the fear of terrorism. As one respondent put it: "Plenty of TT (terrorist threat) education programs, no coping with pressures programs."

In addition, responses have indicated that military briefings contained information which is useful to the service member, but family members are not generally included as part of any formal information programs. As mentioned earlier, this is regarded as a major problem by those who personally feel that they and their families are experiencing a high degree of stress resulting from a perception that the terrorist threat level is extremely high as well as individual anxiety, and these individuals feel they have no formal sources of assistance available to

them. As Tables 3.2, 3.2, 3.9, 3.13, 3.25 and 3.26 reflect, although generally the minority, there are Americans and their families currently overseas, that fall into the categories that suggest that they could possible require help and could benefit from such; "coping with pressures" programs. The following quote is drawn from a survey questionnaire, where a Master Sergeant expresses the stress that some Americans are feeling:

Last year's threat put a large amount of stress on my family and friends. The stress subsides as the activities of terrorists decrease. But, the fact remains, when something happens close to home, the situation becomes frightening. This fact is always in the back of my mind.

The military personnel indicate the lack of information and services available to them continues throughout their tour of duty overseas. Table 3.20 supports this viewpoint, with 66 percent responding, that they do not feel they are adequately informed about potentially dangerous areas and activities. To counter this perception, though, Table 3.17 reveals that 67 percent feel they are well enough informed concerning terrorist activities in their area residence. This still leaves approximately a third of those polled (33%), who do not feel adequately informed. This is a significant criticism and it appears that authorities should reconsider existing methods used in meeting the expectations of families in this area of information dissemination. This quote is indicative of some people's dissatisfaction: "I think this installation needs to take a serious look at the non-existent anti-terrorist program. Never are we briefed on recent activities."

It is felt, too, by respondents, that programs designed to assist those in need of more effective coping mechanisms for dealing with the

threat of terrorism are lacking. As pointed out earlier, Table 3.15 shows that 72 percent of those surveyed in this study are unaware of programs available to help them. This quote by a respondent adequately summarizes their feelings: "Not enough programs for dependents on terrorism. No information available, (if it is, it isn't being publicized)."

Communications is an area of concern of those surveyed. With only one American television station and one American radio station available, (which are both broadcast by the American Forces Network "AFN"), many expressed a need to be updated on current events. In fact, there are still some sections of Europe where even the Armed Forces Network is unavailable. The problem is exacerbated because there is generally only one main daily newspaper available to American service members and their families, which is entitled The Stars and Stripes. It must be remembered that in a foreign country, the absence of English language newspapers creates additional problems for families seeking information on current events which may impinge on their safety and security. As Table 3.18 shows, 73 percent of the Americans and their families attempt to learn more about world events, now that they are in Europe. Many find it extremely difficult to meet this expectation. The following direct quotes, drawn from the survey questionnaire, express some of their concerns:

Communications is a major problem while living off base. Keeping current on world events was much easier in the U.S.A. with good newspapers and TV coverage.

Very little access to news.

Europe is a captured audience of AFN and Stars and Stripes.

The last finding to be discussed pertains to Table 3.25: "Do you

know someone that is very scared because they believe they'll be involved in a terrorist incident?" As the results disclose, 77 percent stated they do not know anyone that is very scared. It is important to take note though, that nearly a quarter of those surveyed (23%) responded that they do know of people and families that fit into this category and are very scared. This, again, is a significant number of people when coupled with their perception that they have nowhere to turn for information and generally feel inadequately informed. This situation perpetuates this problem and the respondents do not feel that the issue is being addressed at this time.

The last portion of the survey questionnaire offered the participants an opportunity to comment on issues which concerned them in coping with the threat of terrorism. Many of these comments have already been quoted throughout this section and will not be reiterated here. There are, however, many more comments that warrant mention and provide insight into the perceptions and expectations of those now residing within an active terrorist environment. These general comments, too, express a wide range of attitudes toward terrorism. Some of the comments convey anger, outright hate, a cynical attitude, an expression of vulnerability, of adaptiveness, of fear, and either fatalistic or wholesome attitudes towards surviving acts of terrorism. Interpretation of these comments will not be offered and are being quoted exactly as written, having been drawn directly from the survey questionnaire:

It's just something that you as a military member must have to learn to deal with and cope with.

If it's going to happen, it's going to happen. Screw it, let them try.

If a terrorist wants to strike, he/she will regardless.

Can't protect them from the unknown.

Terrorism is a fact of life here. The best way to cope with it is to passively fight it by not giving them (the terrorists) the opportunity to strike. Thank you for giving me a chance to express my opinion.

I realize terrorism is a threat and all, so I suggest we simply terminate all the bastards when we catch them. They aren't worthy to breathe the same air we breathe.

If they want you they got you.

If it happens it happens. You can't alter your whole life style for two or three years. That's what the terrorists want.

Even if we are all scared to death about terrorism, what is the AF going to do about it?

People should be told of measures they are taking to catch the terrorists.

Why not have some sort of leaflet or newsletter to distribute to tell of terrorist threats, possible targets, characteristics of different groups etc.

Dependents should be more aware of the threat. It really does exist.

More information on terrorism should be handed out, booklets, lectures etc.

I feel that families would be a lot safer if we are better informed.

One must be aware that terrorism in these parts of the world is active and therefore one should keep alert but comfortable within their environment.

My family and I live from day to day. In the housing area which is located on the economy, anybody can be targeted. In other words, no one in Europe is totally safe.

Terrorism is a fact of life here. The best way to cope is be aware of the threat, but generally press on with way you want to do. If you know what type actions/situations terrorists like to perpetrate, and stay away from them, you can pretty much live normally.

I would be more at ease knowing our government would deal with those carrying out threat against US personnel (military or civilian) whether I was an airman, general or senator. It was no surprise that actual acts against US personnel in Europe/world went down after our strike against Libya. An eye for an eye.

Since England is a low threat country, I realize my measures are largely due to that. If I was stationed in Germany or elsewhere in the continent, I know my answers would be different. Overall, I and my family are confident in the security measures existing to deter a terrorist act. Realizing that anyone could happen at anytime, we have not and will not allow it to dictate how we conduct our daily lives. If the threat were to increase, we would react accordingly. I do feel that given the close proximity to the continent, ie, France, we should be kept better informed of potential danger areas and activities.

This questionnaire is long overdue. I welcomed the chance to comment on issues that concern me.

Summary

This chapter focused on analyzing the impact of the threat of terrorism on Americans and their families, stationed in Europe, as made known through their perceptions of safety from attack and their ability to cope with the problem. The first section of the chapter is dedicated to introducing and explaining the parameters that were established and used to conduct a self-administered survey questionnaire.

Section II was devoted to compiling and tabulating the survey data received. It should be noted that hypotheses were not set up for this survey because it is not the intention of this survey study to prove or disprove or to accept or reject the participants' responses. Rather, the survey is designed to gain a further insight and understanding into their attitudes and perceptions. A brief summary of the findings is provided in this section.

Section III discusses the significance of the findings. It is

concluded that several significant findings were gathered which can guide future researchers in exploring and interpreting the pressures that confront American military personnel and their families living in an active terrorist environment.

The following conclusions can be formulated from the findings of this study:

1. The majority of respondents perceive the current threat and stress level as one which is at a tolerable and manageable level.
2. The vast majority (88%) feel safe in Europe.
3. The mere threat of terrorism has had a significant impact on almost one-half of those surveyed (47%).
4. Anti-terrorist security measures reduce the anxiety of Americans and their families and create a feeling of safety for them in their living environment.
5. Only a little more than half (52%) feel that the threat of terrorism warrants the introduction of self-initiated personal safety precautions for themselves and their families.
6. The diffusion of appropriate information on coping with the terrorist threat is viewed as a major problem. Respondents do not feel adequately informed either prior to their arrival or after their arrival in Europe. In addition, they do not receive sufficiently updated material during their duty tour.
7. Limited communications is viewed as a problem by respondents. With one American radio and television station, and one English-language daily newspaper, people seek additional media coverage of both world events and information concerning news events in the United States.
8. Terrorist threat programs and information on how to reduce

individual risks are satisfactory and easily available. What appears to be missing are "coping programs," designed to assist those experiencing adjustment problems due to the pressures brought on by the threat of terrorism.

9. People are concerned about terrorism but do not appear to be unable to function in their daily life. Sixty percent, however, do feel they could be a potential terrorist target.

10. Although in the minority, there are a significant number of people that are identified as "very scared" by their friends. With the threat level now perceived as low, we can only anticipate, as the threat level rises, that the number of "very scared" people will increase, too.

11. The responses suggest that the threat level and the stressful pressures resulting from it are interlinked and operate in cycles. When the terrorist activities and the threat level are low, so are the pressures being experienced. When conditions are reversed, so are the stress and pressure levels. Findings imply that fear or anxiety levels escalate as the terrorist threat level increases and pressures mount on military personnel and their dependents.

Next, Chapter 4 contains a summary of the overall research and concludes with a recommendation for future research. The program needs and revisions identified as appropriate to the conclusions reached in this study.

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THE STUDY OF THE PHYSICAL AND PSYCHOLOGICAL IMPACT OF
TERRORISM ON AMERIC. (U) AIR FORCE INST OF TECH
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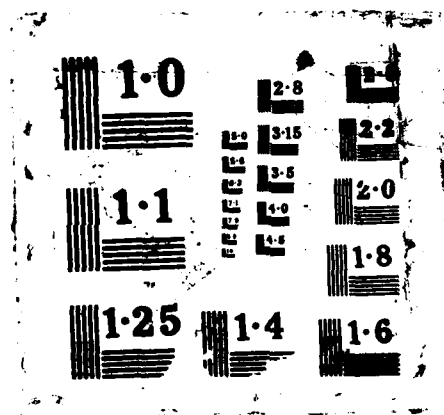
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Notes

¹ Raymond H. Fernandez, "Counterpoint: A Three-Phased Program for Managing Terrorism," Development Research Associates, Photocopy, n.d. 4.

² Thomas C. Tompkins, Military Countermeasures to Terrorism in the 1980's (Santa Monica: The Rand Corporation, 1984), 3.

Chapter 4

Summary

Introduction

The purpose of this study is to examine and gather data on terrorism and how it affects and impacts Americans and their families residing in Europe. This was accomplished by completing a review of the literature relevant to this exploratory area of terrorist research. Secondly, the data was gathered, compiled and analyzed through the use of a self-administered survey questionnaire. The intention of the study is to provide criminologists, managers and researchers from a variety of cross-disciplines, with a further understanding of the stressful situations encountered by Americans residing overseas who perceive that they are living under the threat of terrorism. It is hoped that this knowledge will be useful in the development of future programs and research endeavors in both the civilian and military sectors and that such activities will help Americans cope more effectively with such demanding environments.

Literature Review

Regarding the review of literature, it was noted that there is a growing concern with the topic of coping with terrorism. But, it was equally evident that a majority of the research is aimed either at the coping dynamics and interactions that occur during the time of captivity, or during post-terrorist victimization, which is the struggle

that is encountered by an ex-hostage during his or her reentry into a routine everyday life-style.

Review of the literature confirmed Fernandez' findings that essentially highlighted the absence of available information and research into the everyday physical and psychological coping problems experienced by military personnel and their dependents as a result of terrorism.¹ An associate of Fernandez further elaborated on this by stating in a letter to this author:

One of the things we discovered early on in our own study was the lack of a literature base or, for that matter, any expertise on the emotional and psychological effects of the threat of terrorism on individuals. In fact, as a result of our own study and subsequent work, we consider that we are one of the few, if not only, sources of expertise on this particular subject.²

It was for this reason that an interdisciplinary review was conducted and as the study progressed, it proved quite beneficial. It provided more detailed research data base and offered a greater degree of validity for the study, which is essential in an area where the research remains exploratory and the findings are important for making policy decisions.

The majority of authors reviewed reflect a consensus between researchers and practitioners; that is, they feel that living in a highly active terrorist environment such as Europe, demands that special preparation and precautions be taken by residents.³ It was concluded that the foremost solutions advanced to assist Americans in coping with the pressures resulting from terrorism are the following: systematic security awareness education; and, the ongoing provision of updated information on the terrorism trends and issues.⁴

Unfortunately, the literature stressed an absence of suggested programs meeting these two objectives. This finding suggests little is being done to ameliorate the coping problems facing Americans overseas.

Overall, the literature supports the fact that dealing with the pressures exerted from the threats of terrorism is indeed a very complex and extremely demanding one for individuals. If one will be residing in such an environment, for whatever reason, it is highly recommended that precautions be taken early. It should be remembered that,

People who suffer devastating psychological consequences are not necessarily feeble or prone to mental instability. Even the most physically and mentally strong are likely to experience shock, anxiety, depression, shame and a host of psychosomatic symptoms after being victimized.⁵

Preparation for such precautionary measures is best provided through the dissemination of on-going information in a number of ways: print, video, and training sessions.

Survey Design

In Chapter 3, a self-administered survey questionnaire was presented and discussed. A total of 300, 26-question survey instruments were distributed to six United States Air Force (USAF) bases throughout Europe. Of the 300 questionnaires, 180 were filled out and returned by USAF personnel and their families. The data compiled represented responses from two countries and four bases; one military base in the United Kingdom and three in the Federal Republic of Germany.

Tabulation of the results was accomplished by tallying the overall number of frequency responses, then employing simple averaging. "Yes and No" formatted questions were additionally calculated to determine

the percentages of those responding either positively or negatively.

Survey Analysis

It is important to understand that the intention of this survey is not to prove or disprove one or more hypotheses. Rather, it is designed to gain further insight and understanding into the perceptions of the respondents in relation to situations causing them stress when living and working in an environment which is considered a likely terrorist target.

Not to reiterate all the findings in Chapter 3, the following are considered the most significant conclusions:

1. The perceived threat is considered low and manageable at this time; however, it fluctuates with the level of intensity and proximity of terrorist actions on or near the military installations.
2. The majority of Americans feel safe in Europe.
3. Anti-terrorist security measures are rated as satisfactory overall, and the respondents report that they feel more secure because of these precautions.
4. The absence of accurate and updated information on terrorist activities is considered a major problem.
5. The communication of information by means of television, radio, and newspapers is considered inadequate to meet the needs of the Americans residing overseas.
6. Terrorist threat programs which focus on personal safety and risk reduction are sufficiently available. "Coping programs," designed to assist those experiencing psychological stress are not available.

7. Sixty percent of the respondents feel they could be likely terrorist targets.

8. Actual terrorist threats are perceived as having the same impact on almost one-half of those surveyed, as an actual act of terrorism itself.

9. While in a minority, 23 percent of those surveyed are considered by themselves or by others as "very scared," of the current terrorist threat.

Conclusion of Survey

Results gathered from the self-administered survey questionnaire provide significant information for policy makers. As just presented, several significant findings were compiled, offering researchers a better delineation of problem areas as encountered and defined by Americans living overseas. Since this exploratory study is the first of its kind to be available to the general public and researchers alike, (Fernandez' study has not been released by the United States Navy in its entirety), it is intended to provide guidelines for future work in this area. This study has confirmed that research of this kind must be conducted over an extended period of time. This would allow us to identify changes in the perceived pressures and problem areas experienced by Americans residing in high threat areas. It is important to know more about how the threat level and the stress levels interact and influence perceptions of safety. This particular survey was administered during a relatively low threat period. It is felt by this researcher, as well as many of the respondents, that the answers might

have been different if the perceived terrorist threat level had been higher. This is an important consideration to be taken into account because if some Americans are experiencing anxieties now, with the threat level low, one can anticipate an increase in perceived problems that will occur during periods of high tension and terrorist activity.

Overall, it was found that the majority of Americans in Europe indicate that they are satisfactorily coping with the pressures being exerted on them by the threat of terrorism at the present time.

Conclusions/Recommendations

Regarding the situation described throughout this study, it is critical that solutions be formulated and implemented to minimize the unique physical and psychological pressures being inflicted on Americans by terrorists or merely the terrorist threat. With the number of Americans now being victimized overseas, circumstances demand a more systematic, aggressive, and practical approach be undertaken to deal with the problem.

Currently, Americans are not prepared for this demanding environment. Available programs are generally available to only one spouse; either the military member or the company executive. Even for the few receiving minimal preparation, it usually focuses on self-protection, and does not deal with coping skills or psychological responses to stressful situations which exacerbate such feelings of anxiety. It is evident that self-protection measures are not likely to be made available to the military dependent. Rather, they are aimed at diplomatic and high level managers who are in high risk groups deemed

more prone to attack. Security precaution information should be tailored to any audience at risk. An Air Force general, colonel or high ranking executive will require different levels of protection and have different needs than the average airman and his dependents. Yet, the literature available seldom makes the distinction or identifies this problem.

It is very important that a systematic approach be taken when outlining responses to the terrorist threat. Fear must be placed into a non-threatening perspective. This can be accomplished by informing departing or newly arrived personnel about the following: previous terrorist operations which have occurred in that particular geographical area; the specific method of terrorist operation; an inventory of targets, whether facilities or personnel; current perceived threats; and the names of terrorist groups still active in the region. Answers to these questions will alleviate the fear created by the absence of information on terrorism. It is critical for the well being of the community, that timely, accurate and updated information be provided. It is not suggested that intelligence information be compromised; however, the release of adequate unclassified material can reduce anxiety and rumor while providing people with adequate information to formulate needed individual adjustments to the terrorist threat. Families first need to know where they can turn if they are experiencing high levels of stress or adjustment problems, brought on by the pressures of terrorism. This will alleviate a great deal of needless anxiety. Management needs to provide these services for the families and individuals that feel they need help.

Future Research and Contributions

It is hoped that with the findings presented in this study, the United States Air Force and private sector companies alike will reevaluate and enhance their relocation programs to better prepare their personnel in meeting the challenges of terrorism. Such efforts allow the family to gain, through better understanding and peace of mind, while the Air Force or corporation achieve better productivity of their greatest asset--their people.

Future research must continue in this area. Additional studies such as this one are needed and should endeavor to analyze and identify individuals or groups which are unable to effectively cope with the physical, emotional and psychological pressures encountered when living within a terrorist environment. Measures encompassing security awareness, information dissemination and coping programs must be established, upgraded or expanded for Americans residing overseas.

As previously stated, there is a great deal to be done and for this reason it is imperative that researchers and managers from a variety of disciplines and backgrounds exchange ideas in order to identify problem areas for further research. Terrorism remains a problem and it is important that individuals and families be better prepared and informed about terrorism in order to increase their effectiveness at work and at home.

Notes

¹ Raymond H. Fernandez, "Organization Development and Terrorism," Development Research Associates, No. OS/RF39&OD: Photocopy, n.d., 3.

² Lynne Schlaaff, letter to author, 15 January 1987.

³ Richard Clutterbuck, Living with Terrorism (London: Faber and Faber, 1975), 60.

⁴ Peter Slavin, "Living with Terrorism," Air Force Times, 26 May 1986: 55.

⁵ Steven Berglas, "Why Did this Happen to Me?" Psychology Today 19, No. 2 (1985): 44.

APPENDIX A - SURVEY QUESTIONNAIRE

USAF SCN#: 87-063
Expires 31 Dec 87

Participant:

This research questionnaire is being conducted for an independent study for the purpose of assessing the level of concern you may have regarding the physical, emotional and the psychological impacts terrorism has on you and your family. The information will be used to determine if and where you and your families feel you are incurring the greatest amount of stress and problems. This is strictly only a survey of your own personal opinions and perceptions.

The survey is designed to be anonymous, so please DO NOT put your name, SSAN or any identifiable markings on it. Your replies are also completely VOLUNTARY, IAW AFR 12-35.

Your frank and honest responses will be greatly appreciated and will also enhance the reliability of the survey when tabulating the results of everyone's responses. Thank you.

INSTRUCTIONS: Place an " X " mark, or circle the corresponding number, 0 through 10 on the line graphs, for each question that you feel best represents your opinion. Mark only one answer per question, unless more is requested. Feel free to make any comments you wish in the space provided, on the last page of the survey. You may use pencil or pen to respond.

INDIVIDUAL/FAMILY INFORMATION:

MARRIED _____ SINGLE _____ RANK _____

IS YOUR FAMILY LIVING WITH YOU IN EUROPE? YES _____ NO _____

NUMBER OF CHILDREN _____ DO THEY ATTEND SCHOOL? YES _____ NO _____
TOO YOUNG _____ ELEM. _____ JR. HIGH _____ HIGH _____

COUNTRY STATIONED _____ NUMBER OF YEARS AT DUTY STATION _____

IS THIS YOUR FIRST TOUR OVERSEAS? YES _____ NO _____

DO YOU LIVE ON OR OFF BASE? ON _____ OFF _____

QUESTIONS:

1. AT WHAT LEVEL DO YOU CONSIDER THE TERRORIST THREAT? (CIRCLE)

0	1	2	3	4	5	6	7	8	9	10
									EXTREMELY	
NO										HIGH
THREAT										

2. DOES THE POSSIBILITY OF BEING INVOLVED IN A TERRORIST INCIDENT HAVE ANY IMPACT ON YOU OR YOUR FAMILY? (CIRCLE)

0	1	2	3	4	5	6	7	8	9	10
									VERY	
NO										CONCERNED
EFFECT										

3. DO YOU AND YOUR FAMILY FEEL SAFE IN EUROPE? YES _____ NO _____

4. DO THE THREATS OF TERRORIST ACTS ALONE HAVE LESS _____, THE SAME _____ OR MORE _____ OF AN IMPACT ON YOU THAN AN ACT ITSELF?

5. HAS THERE BEEN AN INCREASE OF ANTI-TERRORIST SECURITY MEASURES IMPLEMENTED IN YOUR AREA? YES _____ NO _____

6. HOW DO YOU RATE THE EFFECTIVENESS OF THESE ANTI-TERRORIST SECURITY MEASURES? (CIRCLE)

0	1	2	3	4	5	6	7	8	9	10
									VERY	
USELESS										EFFECTIVE

7. DO ANTI-TERRORIST SECURITY MEASURES MAKE YOU FEEL MORE SECURE OR MORE VULNERABLE? MORE SECURE _____ MORE VULNERABLE _____

8. HAVE YOU AND YOUR FAMILY TAKEN ANY PRECAUTIONS TO REDUCE YOUR CHANCES OF BEING INVOLVED IN A TERRORIST INCIDENT? YES _____ NO _____ IF SO, WHAT? _____

9. DO YOU OR YOUR FAMILY MEMBERS FEEL THREATENED BY TERRORISTS' THREATS? (CIRCLE)

0	1	2	3	4	5	6	7	8	9	10
									EXTREMELY	
NOT										THREATENED
THREATENED										

10. DID YOU AND YOUR FAMILY RECEIVE ANY INFORMATION REGARDING THE THREAT OF TERRORISM AND HOW IT COULD AFFECT YOUR LIFE-STYLE PRIOR TO ARRIVING AT YOUR PRESENT DUTY LOCATION? YES _____ NO _____ IF YES, WHAT? _____

11. HAVE YOU OR YOUR FAMILY RECEIVED ANY FORMAL TRAINING OR BRIEFINGS SINCE YOU ARRIVED IN EUROPE, THAT WILL HELP YOU BETTER COPE WITH THE STRESS OF LIVING IN A TERRORIST ENVIRONMENT? YES _____ NO _____ IF SO, WHAT? _____

12. HOW MUCH STRESS DO YOU BELIEVE TERRORISM HAS ON YOU AND YOUR FAMILY? (CIRCLE)

0 1 2 3 4 5 6 7 8 9 10
NONE VERY STRESSFUL

13. DO YOU FEEL THAT YOU AND YOUR FAMILY COULD POSSIBLY BE TARGETED BY A TERRORIST? YES _____ NO _____

14. HAVE YOU RESTRICTED YOUR TRAVELS (SIGHTSEEING OR VACATIONING) BECAUSE OF THE THREAT OF TERRORISM? YES _____ NO _____

15. ARE YOU AWARE OF ANY PROGRAMS THE BASE MAY OFFER TO ASSIST YOU AND YOUR FAMILY IN BETTER COPING WITH THE PRESSURES OF LIVING IN A TERRORIST ENVIRONMENT? YES _____ NO _____

16. HAVE YOU HAD TO CHANGE YOUR LIFESTYLE IN ANY WAY, DUE TO THE THREAT OF TERRORISM? YES _____ NO _____
IF SO, HOW? _____

17. DO YOU FEEL YOU AND YOUR FAMILY ARE INFORMED ENOUGH CONCERNING THE THREAT OF TERRORISM IN YOUR AREA? YES _____ NO _____

18. DO YOU KEEP UP WITH WORLD EVENTS MORE NOW THAT YOU ARE IN EUROPE? YES _____ NO _____ IS THIS MAINLY BECAUSE OF YOUR CONCERN WITH TERRORISM? YES _____ NO _____

19. IF GIVEN THE OPPORTUNITY, WOULD YOU AND YOUR FAMILY LIKE TO RETURN TO THE U.S. DUE TO THE DANGER OF TERRORISM? YES _____ NO _____

20. DO YOU FEEL YOU COULD BE KEPT BETTER INFORMED OF POTENTIAL DANGER AREAS AND ACTIVITIES IN YOUR AREA? YES _____ NO _____

21. HOW DO YOU FEEL YOUR FRIENDS AND THEIR FAMILIES ARE HANDLING THE THREAT OF TERRORISM? (CIRCLE)

0 1 2 3 4 5 6 7 8 9 10
AREN'T CONCERNED VERY SCARED

22. DO YOU FEEL YOU CAN PROTECT YOURSELF AND YOUR FAMILY FROM TERRORIST ACTS?

0 1 2 3 4 5 6 7 8 9 10
CAN'T PROTECT TOTALLY PROTECTED

23. IF YOU LIVE ON BASE, WOULD YOU LIVE OFF BASE CONSIDERING THE CURRENT THREAT OF TERRORISM? YES _____ NO _____

24. HAVE YOU AND YOUR FAMILY HAD TO BECOME MORE SECURITY CONSCIOUS DUE TO THE THREAT OF TERRORISM? YES _____ NO _____

25. DO YOU KNOW ANYONE THAT IS VERY SCARED BECAUSE THEY BELIEVE THEY'LL BE INVOLVED IN A TERRORIST INCIDENT? YES _____ NO _____

26. DO YOU BELIEVE IT IS GETTING MORE DIFFICULT TO COPE AND DEAL WITH
THE STRESS AND PRESSURES OF TERRORISM ON A DAY-TO-DAY BASIS.

YES _____ NO _____

COMMENTS: _____

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